

<b>SOLICITATION AND OFFER</b>				1. [BLANK]				Page 1 of 27											
2. CONTRACT NUMBER				3. SOLICITATION NUMBER OPR08000034				4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)				5. DATE ISSUED 05/01/2008				6. REQUISITION/PURCHASE NUMBER			
7. ISSUED BY CAO Procurement Management 327 Ford Bldg. Washington,DC 20515  TEL: (202) 225-2921 ext.      FAX: (202) 226-2214 ext.								CODE		CPM		8. ADDRESS OFFER TO (If other than item 7)							
NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".																			
<b>SOLICITATION</b>																			
9. Sealed offers in original and <u>1</u> copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in (NO "Hand Carries") (but email required) until <u>2:00 PM</u> local time <u>06/05/2008</u> (Hour) (Date)																			
CAUTION - LATE submissions, Modifications, and Withdrawals: See Section L. All offers are subject to all terms and conditions contained in this solicitation.																			
10. FOR INFORMATION CALL:				A. NAME Jim Caskey - jim.caskey@mail.house.gov				B. TELEPHONE (NO COLLECT CALLS) AREA CODE    NUMBER    EXT. 202      226-2108				C. E-MAIL ADDRESS jim.caskey@mail.house.gov							
<b>11. TABLE OF CONTENTS</b>																			
(X)	SEC.	DESCRIPTION				PAGE(S)	(X)	SEC.	DESCRIPTION				PAGE(S)						
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X	B	SUPPLIES OR SERVICES AND PRICES/COSTS				4	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.												
X	C	DESCRIPTION/SPECS./WORK STATEMENT				5	X	J	LIST OF ATTACHMENTS				20						
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X	E	INSPECTION AND ACCEPTANCE				7	X	K	REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS				21-22						
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<b>OFFER (Must be fully completed by offeror)</b>																			
12. In compliance with the above, the undersigned agrees, if this offer is accepted within _____ calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.																			
13. DISCOUNT FOR PROMPT PAYMENT (See Section I)						10 CALENDAR DAYS ( % )		20 CALENDAR DAYS ( % )		30 CALENDAR DAYS ( % )		CALENDAR DAYS ( % )							
14. ACKNOWLEDGMENT OF AMENDMENTS (the offeror acknowledges receipt of amend - ments to the SOLICITATION for offerors and related documents numbered and dated):						AMENDMENT NO.		DATE		AMENDMENT NO.		DATE							
15A. NAME AND ADDRESS OF OFFEROR				CODE		FACILITY		16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)											
15B. TELEPHONE NUMBER AREA CODE    NUMBER    EXT.				<input type="checkbox"/> 15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.				17. SIGNATURE				18. OFFER DATE							
<b>AWARD (To be completed by Government)</b>																			
19. ACCEPTED AS TO ITEMS NUMBERED						20. AMOUNT				21. ACCOUNTING AND APPROPRIATION									
22. [BLANK] <input type="checkbox"/> [BLANK] <input type="checkbox"/> [BLANK]										23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)				ITEM					
24. ADMINISTERED BY (If other than Item 7)						CODE		25. PAYMENT WILL BE MADE BY				CODE							
26. NAME OF CONTRACTING OFFICER (Type or print)								27. U.S. HOUSE OF REPRESENTATIVES (Signature of Contracting Officer)				28. AWARD DATE							
IMPORTANT - Award will be made on this Form or by other authorized official written notice.																			

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## SECTION B -- SUPPLIES OR SERVICES AND PRICES

### B.1 HC.2.003 FIXED RATES FOR SERVICES - IDIQ

AUGUST 2002

The following fixed rates shall apply for payment purposes for the duration of the contract. Please note that any labor hours set forth below are estimates for the periods indicated and exact hours will be determined based upon individual task orders as the need for services become known. Any labor classifications other than those listed below shall not be requested by the House nor shall the Contractor provide them under this contract.

The labor rates set forth above cover all direct labor expenses and indirect expenses (e.g., overhead, general and administrative expenses) and profit.

The Contractor shall invoice for only the time of the personnel whose services are applied directly to the work called for in individual task orders and accepted by the Contracting Officer Representative (COR). The House shall pay the Contractor for the life of a task order at rates in effect when the task order was issued, even if performance under the task order crosses into another period. The Contractor shall maintain time and labor distribution records for all employees who work under the contract. These records must document time worked and work performed by each individual on all respective task orders.

An individual will be billed at the labor rate designated by the labor category to which he or she is assigned according to the specific task order under which that individual is performing work. (For example, if a partner is assigned through a task order as an audit manager, the partner shall be billed at the audit manager rate.) In no event shall an individual be assigned or billed at a labor rate higher than that for which he or she has been contractually approved in the pre-award phase.

All other terms and conditions of the initial contract shall remain unchanged, except where expressly and formally modified by both parties.

### B.2 PRICE SCHEDULE -- SEE ATTACHMENT 1

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SECTION C -- DESCRIPTIONS AND SPECIFICATIONS

C.1 STATEMENT OF WORK -- SEE ATTACHMENT 2

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## SECTION D -- PACKAGING AND MARKING

### D.1 HC.4.002 PAYMENT OF POSTAGE AND FEES

MAY 2001

All postage and fees related to submitting information, including forms, reports, etc., to the House of Representatives shall be paid by the Contractor.

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## SECTION E -- INSPECTION AND ACCEPTANCE

### E.1 HC.5.005 INSPECTION AND ACCEPTANCE

AUGUST 2002

- a. Inspection and acceptance of services to be furnished hereunder shall be performed at place of performance or destination, by the COR, in accordance with provisions specified in this contract and applicable task/delivery orders. The COR reserves the right to conduct any quality assurance reviews and tests it deems necessary to assure that the services provided conform in all respects to the contract specifications. Services which upon quality assurance reviews are found not to be in conformance with contractual specifications shall be promptly rejected and notice of such rejection, together with appropriate instructions, including resolution time, will be provided to the Contractor by the CO. Deficiencies thus reported shall be corrected by the Contractor in a timely period as specified by such quality assurance reviews or, with written request for an extension, mutually agreed to by the parties.
- b. Written notification of negative quality assurance review results will be furnished within thirty (30) days after completion of quality assurance reviews.
- c. All subcontracts let by the Contractor shall be subject to the CO's written approval and the provisions specified above, as noted at the time of approval.
- d. All facilities utilized by the Contractor in performance of work under this contract shall be subject to inspection by officials of the House and the Architect of the Capitol.
- e. The Contractor shall respond to all quality assurance reports within the time frame specified in each quality assurance review, annotating what actions have been taken.
- f. The CO shall have the right to send his/her representative into areas assigned for the use of the Contractor's employees, at any time, for quality assurance or other purposes approved by the CO.

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## SECTION F -- DELIVERIES OR PERFORMANCE

### F.1 HC.6.001 PERIOD OF PERFORMANCE MAY 2001

Contract period of performance shall extend from award for a period of three years for the base period, plus one-year for each of two option periods if exercised, for a total of five years.

### F.2 HC.6.003 OPTION TO EXTEND THE TERM OF THE CONTRACT MAY 2001

a. The House may extend the term of this contract up to two times for a period of 12 months each. Preliminary written notice to the contractor of the House's intention to exercise these options will be at least 30 days before the contract expires. The preliminary notice does not commit the House to an extension.

b. The total duration of this contract, including the exercise of any options under this clause shall not exceed five years.

### F.3 HC.6.005 NOTICE TO THE HOUSE OF DELAYS MAY 2001

In the event the contractor encounters difficulty in meeting performance requirements, or when he anticipates difficulty in complying with the contract, or whenever the contractor has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, the contractor shall immediately notify the customer and the COR by telephone and follow-up in writing to the COR, giving pertinent details; provided, however, that this data shall be informational only in character and that this provision shall not be construed as a waiver by the House of any delivery schedule or date, or any rights or remedies provided under this contract.

### F.4 HC.6.007 SUSPENSION AND DEBARMENT MAY 2001

a. Suspension of a contractor temporarily disqualifies that contractor from performance in full or in part under one or more contracts with the House as a prime and/or House-approved subcontractor. The contracting officer initiates suspensions.

(1) When the contractor and any specifically named affiliates are suspended, the contracting officer shall advise the firm immediately by certified mail, return receipt requested:

(a) That the firm has been suspended and that the suspension is based on an indictment or other adequate evidence that the contractor has committed irregularities (i) of a serious nature in business dealings with the House or (ii) seriously reflecting on the propriety of further House dealings with the contractor. Any such irregularities shall be described in terms sufficient to place the contractor on notice without disclosing the House's evidence;

(b) That the suspension is for a temporary period pending the completion of an investigation and such legal proceedings as may ensue;

(c) Of the cause(s) relied upon for imposing suspension;

(d) Of the extent and effect of the suspension; and

(e) That, within 30 days after receipt of the notice of suspension, the contractor or its representative may submit, in writing or in person, information and argument in opposition to the suspension, including any additional specific information that raises a genuine dispute over the material facts.

(2) Suspension shall be for a temporary period pending the completion of investigation and any ensuing legal proceedings, unless sooner terminated by the suspending official or as provided in this subsection.



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(3) If the investigation is not concluded or legal proceedings are not initiated within 12 months after the date of the suspension notice, the suspension shall be terminated.

b. Debarment refers to action by the CAO to exclude a contractor from future House awards and House-approved subcontracting, in full or in part, for a reasonable, specified period.

(1) Upon conclusion of the investigation resulting from a suspension, if the contracting officer should determine that debarment is in order, he or she shall prepare a report on the investigation along with such recommendations regarding debarment, for submission to the CAO.

(2) A notice of proposed debarment shall be issued by the contracting officer advising the contractor and any specifically named affiliates, by certified mail, return receipt requested:

(a) That debarment is being considered;

(b) Of the reasons for the proposed debarment in terms sufficient to put the contractor on notice of the conduct or transaction(s) upon which it is based;

(c) Of the cause(s) relied upon for proposing debarment;

(d) Within 30 days after receipt of the notice, the contractor or its representative may submit to the CAO, in writing through the contracting officer or in person, information and argument in opposition to the proposed debarment, including any additional specific information that raises a genuine dispute over the material facts;

(e) Of the effect of the issuance of the notice of proposed debarment; and

(f) Of the potential effect of an actual debarment.

c. In the event that the CAO makes a determination to impose debarment, the contracting officer shall give the contractor and any affiliates involved prompt notice by certified mail, return receipt requested:

(a) Referring to the notice of proposed debarment;

(b) Specifying the reasons for debarment;

(c) Stating the period of debarment, including effective dates; and

(d) Advising that the debarment is effective throughout the House, unless the CAO determines that limited business dealings between the House and the contractor are justified.

d. The decision of the CAO on the merits of a debarment shall be final. A decision may be appealed by the contractor, in writing, within 10 days of receipt of notification of the decision, to the Committee on House Administration, only in the event that the CAO failed to follow the procedures established herein.

## F.5 HC.6.008 LIQUIDATED DAMAGES

MAY 2001

If the contractor fails to perform the services specified in this contract, or any extension, the House may terminate this contract under the Termination clause of the contract. The contractor shall be liable for fixed, agreed and liquidated damages as provided in Section F "Payment for Non-performance," accruing until the time the House may reasonably obtain delivery or performance of similar services.

The contractor shall not be charged with liquidated damages when the delay in delivery or performance arises out of causes beyond the control and without fault or negligence of the contractor.

## F.6 HC.6.009 PAYMENT FOR NON-PERFORMANCE

SEPTEMBER 2001

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In the event that the contractor fails to perform as stipulated in the statement of work, and such failure is not for a reason beyond the control of the contractor, the House may charge 1% of the applicable contract cost per day and may obtain performance from another source and charge and collect all costs plus a 15% administrative fee from the contractor.

## F.7 HC.6.014 TERMINATION

AUGUST 2002

Relative to termination of this contract, it is mutually agreed:

a. The CO may terminate this agreement at any time, in whole or in part, in the event of breach by the Contractor, or upon 30 days written notice at the convenience of the House.

b. If this Contract is terminated, the rights, duties and obligations of the parties, including compensation to the Contractor shall be in accordance with this contract and in effect on the date of the Contract. No liability will inure to either party for terminations rendered pursuant to this Contract when done at the convenience of the House.

c. Upon termination (including expiration) the Contractor will:

(1) Surrender all employee identification cards, decals, keys, etc. issued by the U.S. House of Representatives, for all Contractor representatives and employees on the effective date to COR.

(2) Complete satisfactory settlement of all customer complaints and claims.

(3) Comply with House requirements designed to ensure a smooth transition to any successor Contractor.

(4) Yield up the premises and all House-furnished property, clean and in as good order and condition as when received, damages due to acts of God or the U.S. Government and ordinary wear and tear excepted, on the effective date.

(5) Promptly remove all Contractor-furnished equipment and fixtures, tools and supplies. Upon failure to remove Contractor's property, the CO may cause Contractor's property to be removed and stored in a warehouse at Contractor's expense. If the Contractor fails to act, this contract authorizes and empowers the CO to take possession of Contractor's property and dispose of same by public or private sale without notice and out of the proceeds of sale, satisfy all costs and indebtedness to the House.

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## SECTION G -- CONTRACT ADMINISTRATION DATA

### G.1 HC.7.002 MODIFICATIONS

FEBRUARY 2005

Administrative changes, e.g. address corrections, are approved by the CO. All other changes which change the scope of this contract, including additions or deletions, must be prepared in writing as formal modifications signed by both parties.

### G.2 HC.7.003 INVOICES

FEBRUARY 2005

a. The Debt Collection Improvement Act of 1996 requires that federal agencies pay recipients by electronic funds transfer (EFT). EFT is an improved, convenient, and secure method of payment. To enable the U.S. House of Representatives to send payments electronically to your financial institution, you must first complete an EFT enrollment form to provide your signature and certain information regarding your financial institution. Please visit the U.S. House of Representatives' Office of Financial Solutions website at [www.house.gov/finance](http://www.house.gov/finance) for appropriate forms or call the EFT Help Line at 202-226-2277.

b. A proper invoice shall minimally include:

Contractor Name, Address, and Phone Number

Name of Contractor Point of Contact

House Contract Number

Task/Delivery Order Number (as appropriate)

Invoice Number

Invoice Date

Invoice Page Number (each page must include the contractor Firm name, invoice number, and invoice date)

c. And, for each deliverable included on the invoice:

Contract Line Item Number (CLIN)

Period of Performance

Brief Description of Item

Quantity Delivered

Unit Price

Extended Price

Total Price of all deliverables contained on Invoice

Payment Terms, if appropriate (Example: 2% 10 - Net 30)

d. The House does not pay federal, state or local taxes unless mandated by law.

e. All follow-up invoices shall be marked "Duplicate of Original" on all pages. Contractor questions regarding payment information or check identification should be directed to the COR for follow-up with appropriate financial personnel.

f. See also Section C Statement of Work for additional invoice requirements.

### G.3 HC.7.005 PERFORMANCE MEASUREMENTS

FEBRUARY 2005

a. The contractor shall provide performance summary reports acceptable in content and format to the contracting officer's representative (COR). The reports shall be submitted by the 15th of each month and pertain to services provided the previous month. Upon request, the contractor shall deliver supporting details of the summary information to the COR within ten calendar days. Failure to submit acceptable performance reports may subject the contractor to penalties for non-performance and/or jeopardize renewal (exercise of option) of this contract. The status report shall include:

1. Reporting Period

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2. Contractor's Program Manager's Name
3. Work Accomplished During the Period (i.e. new installations, relocations, etc), including at a minimum:
  - Itemized tasks with a description of the support/services utilized
  - Hours/dollars expended by task
  - Task status

4. Anticipated Activity for Next Reporting Period
5. Outstanding Issues

b. The contractor shall be assessed on a periodic basis through use of Vendor Performance Evaluations (VPEs). These VPEs shall be prepared by the COR at least once per year though they may be conducted more frequently at the discretion of the House. Any negative evaluations shall be provided to the contractor for comment and remediation.

#### G.4 HC.7.006 CONTRACT STATUS AND REVIEW MEETING FEBRUARY 2005

The COR, CA, and authorized contractor representative(s) shall meet at least quarterly or more frequently as determined by the COR. The purpose of the meeting is to review the status reports, performance results, current/outstanding issues, and provide to the contractor any House-related informational materials. The goal is to keep track of performance, head-off any potential problems, resolve issues, and maintain a smoothly operating contract.

#### G.5 HC.7.007 AUTHORIZED HOUSE REPRESENTATIVES FEBRUARY 2005

##### a. Contracting Officer (CO):

1. Except as specified in paragraph (3) herein, no order, statement or conduct of House personnel who visit the contractor's facilities, or in any other manner communicate with contractor personnel during the performance of this contract, shall constitute a change (in scope, terms, conditions, requirements, pricing, and/or delivery schedules) under this contract.
2. The contractor shall not comply with any order, direction or request of House Personnel which would constitute a change under this contract, unless issued in writing and signed by the CO, or made pursuant to specific authority otherwise included in this contract.
3. The CO is the only person authorized to approve changes under this contract and, notwithstanding provisions contained elsewhere in the contract, said authority remains solely with the CO. In the event the contractor effects any change at the direction of any person other than the CO, that change shall be considered to have been made without authority and no adjustment in price shall be made in the contract to cover any increase in charges incurred as a result thereof, and the contractor may be at risk for performance contrary to the contract requirements. The CO may delegate certain responsibilities to authorized representatives.

##### b. Contracting Officer's Representative (COR):

1. Upon contract award, the CO will designate a COR in writing, and a copy of the designation letter will be provided to the contractor.
2. The COR is designated to assist in the discharge of the contracting officer's responsibilities. The responsibilities of the COR include, but are not limited to: determining the adequacy of performance and/or the timeliness of delivery by the Contractor in accordance with the terms and conditions of this contract; acting as the contracting officer in charge of work at the site; ensuring compliance with the contract requirements insofar as the work is concerned; advising the contracting officer and contract administrator of any factors which may cause delays in delivery and/or performance of the work; and conducting or witnessing the conduct of any inspections and/or tests that may be required by the contract. The COR does not have the authority to make any changes to the terms, conditions, requirements, pricing, and/or delivery schedules of the contract or direct the contractor to perform services outside of the scope of the contract.
3. Additional responsibilities of the COR are as follows:
  - Monitor and evaluate contract performance, including preparing annual Vendor Performance Evaluations.

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- Review, approve, and process contractor invoices.
- Submit periodic report(s) to the Contract Administrator (CA).
- Provide the CA with notification of intent to exercise options or renewals 60 days prior to expiration date.

c. Contract Administrator:

Name: Jim Caskey  
Title: Senior Procurement Specialist  
Address: 327 Ford House Office Building  
Washington, DC 20515  
Phone: 202-226-2108  
Fax: 202-226-2214  
E - mail: jim.caskey@mail.house.gov

The contract administrator prepares all modifications to the contract, maintains the official contract file with all reports and other contractual documentation, and responds to contractual inquiries or concerns from the COR or contractor on behalf of the CO.

**G.6 HC.7.008 AUTHORIZED CONTRACTOR REPRESENTATIVE FEBRUARY 2005**

a. The contractor shall identify the authorized contractor representative (ACR), and provide the information listed below:

Name:  
Title:  
Address:

Phone:  
Fax:  
E-mail:

b. The ACR shall provide periodic status reports to the COR pursuant to clause HC.7.005 in Section G and as otherwise provided in Section C of this contract. All status reports, schedules, and invoices must be approved by the COR in accordance with the terms and conditions of the contract.

c. The ACR shall furnish notice of any delay or potential situation that may cause delay in their capability to meet the delivery and/or performance schedule set forth in this contract. Such notice may be provided verbally to the COR and contracting officer, then followed-up in writing within two business days after the verbal notice. The notification shall fully describe the cause for delay, the expected date of delivery and/or performance, and any remedies the contractor proposes to mitigate the delay. This notification does not relieve the contractor of its obligation to meet the delivery and/or performance requirements of this contract nor should this notification be construed as a waiver by the House of any delivery schedule or date, performance requirements, or any rights or remedies provided under this contract.

**G.7 HC.7.009 KEY PERSONNEL FEBRUARY 2005**

a. The contractor shall assign key personnel by name and title. The contractor represents that the following individual(s) are key personnel who will provide the services to the House in connection with this contract. At a minimum, the contractor shall designate a program manager as key personnel.

b. For each person, provide the following information: individual's name, title, telephone number, and e-mail address.

c. Except as provided herein, the contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment or requested by the CO. Contractor personnel assigned to this contract as key personnel are subject to approval of the COR. The contractor must notify the COR of changes to key personnel 30 calendar days prior to removal from the contract. Replacement personnel must be accepted in writing by the COR. The CO may require substitution of key personnel from contractor, and may require additional personnel to be added to the project. Proposed substitutes to key personnel must have qualifications equal to or better than those approved at the award stage. The COR will notify the contractor, after receipt of all required information (including resumes of substitutes), of the decision on substitutions within 10 business days.

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**G.8 HC.7.010 POST AWARD CONFERENCE**

**FEBRUARY 2005**

A post award ("kick-off") conference will be held with the contractor to review contract administration issues, unless the House and the contractor determine that such a conference is not necessary.

**G.9 HC.7.011 PROGRESSIVE STEPS TO ENSURE SATISFACTORY CONTRACT PERFORMANCE**

**FEBRUARY 2005**

a. The Contractor shall bring all performance issues to the immediate attention of the COR. Likewise, the COR shall bring all real or apparent performance issues to the immediate attention of the Contractor. These issues will be documented and quickly resolved to the mutual satisfaction of both parties, provided such resolution is within the authority of the COR and in accordance with the terms and conditions of the contract.

b. If an issue cannot be resolved between the Contractor and the COR, or resolution would require a modification to the contract, the COR will immediately notify the CA and the CO by e-mail. The CA in conjunction with the COR, Contractor, and as may be required other subject matter experts, will attempt to resolve performance issues to the mutual satisfaction of both parties. If a modification to the contract is required the CA will make a recommendation to the CO and if approved prepare the modification and obtain all necessary approvals and signatures.

c. Issues that cannot be resolved by the CA will be brought to the attention of the CO who may pursue any of the remedies provided for under this contract up to and including termination.

**G.10 HC.7.023 CONTRACT ADMINISTRATION PLAN (CAP)**

**FEBRUARY 2005**

a. Section G contains the content required in a Contract Administration Plan (CAP) as prescribed in Section 11 of the Procurement Instructions for the U.S. House of Representatives. This CAP outlines the framework for monitoring performance and administering this contract, with the specific responsibilities of Authorized House Representatives listed below. Contract performance will be gauged against effectively meeting the requirements of the statement of work, monitoring customer satisfaction (e.g., vendor performance evaluations), and the performance measures contained in the Quality Assurance or Performance-Based Surveillance Plan, if applicable.

b. It shall be the responsibility of the Contracting Officer's (CO's) authorized representative to periodically review this CAP for purposes of updating and/or recommending any necessary revisions. If a change to the CAP is required, the CO will execute the appropriate bilateral or unilateral modification.

**G.11 HC.7.024 REPORTS/PLANS/SCHEDULES**

**FEBRUARY 2005**

All reports, plans, schedules and other submittals provided by the Contractor are subject to approval by the CO or COR.

a. The Contractor is required to perform in accordance with the Government's existing plans and schedules or as directed by the CO or COR until the Contractor's "Deliverables" (submittals) are approved.

b. The Contractor is required to submit deliverables and reports to the CO or COR at specified times throughout the life of this contract which are considered critical to the successful completion of all contractual requirements. The following milestone chart lists deliverables and reports which must be provided by the Contractor at specified due date(s) unless otherwise amended by mutual consent of contractor with CO or COR:

**MILESTONE CHART FOR CONTRACTOR DELIVERABLES**

Item	Due Date	Approval Authority	Reference
0001Report	Weekly/Close of Business Fridays	COR	

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0002 Report	Monthly/NLT 15th	COR
0003 Report	Quarterly	COR
0004 Report	Annually	COR

c. See also pertinent requirements starting at Section C.2.1.7.2 and C.2.2.13.2.

## G.12 HC.7.025 RELEASE OF CLAIMS

FEBRUARY 2005

After completion of work, and prior to final payment, the contractor shall furnish to the CO, a release of claims against the United States arising out of the contract, other than claims specifically excepted from the operation of the release.

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## SECTION H -- SPECIAL CONTRACT REQUIREMENTS

### H.1 HC.8.002 IDENTIFICATION BADGES

FEBRUARY 2006

New contractor employees shall obtain a House identification/access pass issued by the House Sergeant at Arms before the employee enters on duty, if unescorted access is required outside of normal public building visiting hours. Public building visitor hours are Monday to Friday 7am to 7pm, and Saturday 7am to 1pm. House identification badges (and computer access fobs) will not be issued to a contractor employee unless the Capitol Police forms for a background check are submitted in accordance with Clause HC.8.003 of this contract.

The contractor shall ensure that the employee surrenders the House identification/access card (and House computer network access fob if furnished) upon termination of employment or performance is no longer required under this contract. House identification/access cards and fobs shall be surrendered to the COR and reconciled within two business days following an employee termination or service release under this contract. A penalty in the form of damages shall be levied for failure to return House identification/access cards and/or fobs in the amount of \$100 a month for each House identification/access card and/or fob that is not returned to the COR within two business days following an employee's termination or employee service no longer required under this contract. The damage amount will be prorated in the month of termination or release from service to the date the House identification/access card and/or fob was to be returned to the COR and reconciled.

Final payment will not be made under this contract until all House identification/access cards and fobs that were issued under this contract have been returned, and a release provided to the contractor signed by the COR. If the contract is a concessionaire type contract, contractor equipment and supplies shall not be removed from House property until all House identification/access cards and fobs have been returned and a release provided to the contractor signed by the COR.

### H.2 HC.8.003 PROSPECTIVE EMPLOYEE BACKGROUND CHECK

FEBRUARY 2006

a. The U.S. Capitol Police will screen all contractor employees working on this contract who have access to House facilities or information in the performance of Contract work. The COR will provide the Contractor with Capitol Police forms (CP-491 or equal) to be filled out and returned for each employee the contractor will have working in any capacity on the contract. Forms for each employee working on this contract shall be submitted prior to the commencement of work.

b. The employee shall be fingerprinted by the Capitol Police prior to working on the contract and a check made of criminal history records. If the Capitol Police, after having processed the forms, determine at any time that the employee is unsuitable or unfit for assigned duties, they will notify the CAO Human Resources, Director of Administration who will notify the COR and CO. The COR will then direct the contractor to immediately remove that employee from any work under this contract.

c. All contractor employees working on this contract with access to House facilities or information are required to be cleared by the Capitol Police, at a minimum of every three years. However, further background checks may be conducted at any time as is warranted.

### H.3 HC.8.005 BENEFITS TO MEMBERS OF CONGRESS

MAY 2001

No Member, Delegate, Resident Commissioner, Officer of the House or Procurement Officer shall be admitted to any share or part of this contract, or to any benefit that may arise therefrom, but this provision shall not be construed to extend to this contract if made with a corporation for its general benefit.

### H.4 HC.8.006 NEWS RELEASES

MAY 2001

No news releases, press conferences or advertisements pertaining to this contract will be made without prior written approval of the CO. Contractor use of the House Seal is prohibited except as expressly approved by the CO in writing.



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## H.5 HC.8.007 AFFIRMATION OF NON-DISCLOSURE

AUGUST 2003

Due to the sensitive and confidential nature of information that the contractor may come in contact with during the performance of work at the House, all contractor personnel associated with this contract shall sign an "Affirmation of Non-Disclosure" prior to commencing work. The form is available on House Web site: <http://www.house.gov/cao-opp/currentsol.shtml>. The Affirmation of Non-Disclosure states in part that the individual signing the form agrees and understands they will not disclose any private or privileged information received in the course of service to the House.

## H.6 HC.8.010 DATA OWNERSHIP/TRANSFER/ACCESS

JUNE 2001

The House and contractor agree that all data procured under this contract and data transferred by the House to the contractor shall remain the exclusive property of and in the exclusive control of the House. Parties further agree that access to or release of such information shall be governed by the laws applicable to the House. The contractor agrees to notify the House immediately if anyone requests any access to House information and further agrees not to provide access to or release any information without prior written approval by the House contracting officer. This includes Freedom of Information Act (FOIA) requests.

## H.7 H.7 OTHER AGENCY UTILIZATION

Other legislative agencies shall be allowed to utilize the contract on a non-mandatory basis to satisfy requirements for goods and services within the scope of the contract. Orders should be placed directly with the contractor. There is no implied maximum order limitation, and other agency orders shall not affect the House-estimated contract value. In the event of conflict regarding warranty services or delivery, the order of precedence shall be to House orders (whether incorporated by reference or otherwise) and then to other legislative agency orders.

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## SECTION I -- CONTRACT CLAUSES

### I.1 HC.9.002 OBSERVANCE OF LAWS MAY 2001

- a. In connection with the performance of work under this contract, the contractor agrees not to discriminate on the basis of race, religion, color, sex, national origin or disability.
- b. The contractor shall comply with all applicable laws of the United States with respect to the conduct of its employees and operations.

### I.2 HC.9.003 DISPUTES MAY 2001

Any dispute shall be decided by the CO, who shall reduce the decision to writing and mail or otherwise furnish a copy thereof to the contractor. Within thirty (30) calendar days from the receipt of such copy, the contractor may appeal in writing by mail to the CAO. The CAO's decision shall be final. The contractor may appeal the CAO's decision to the Committee on House Administration only for violations by the CAO for failure in following procedural guidelines within 30 calendar days of the CAO final decision. If no such appeal is taken, the decision of the CO shall be final and conclusive. In connection with any proceeding under this clause, the contractor shall be afforded an opportunity to be heard and to offer evidence in support of its appeal. Pending final decision of a dispute, the contractor shall proceed diligently with the performance of the contract and in accordance with the CO's decision.

### I.3 HC.9.004 AVAILABILITY OF FUNDS MAY 2001

The House's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the House for any payment may arise until funds are made available to the contracting officer for this contract.

### I.4 HC.9.005 DISCRETIONARY CONTRACT - IDIQ MAY 2001

Use of this contract vehicle to obtain the products and/or services provided herein is at the sole discretion of each House Office. This is NOT a "requirements" contract. No legal liability on the part of the House exists for any minimum order quantity or that all products and/or services provided herein must be obtained exclusively through this contract vehicle.

### I.5 HC.9.007 ORDER OF PRECEDENCE MARCH 2002

In the event of an inconsistency between provisions of this contract, the inconsistency shall be resolved by giving precedence in the following order: (a) contract statement of work; (b) other provisions of this contract, whether incorporated by reference or otherwise.

### I.6 HC.9.015 HOUSE RULES MAY 2002

This contract shall be governed in accordance with House Rules and regulations and all applicable statutes regarding performance and any dispute arising therefrom.

### I.7 HC.9.019 BUY AMERICAN MARCH 2003

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Unless otherwise specified, items are to be of the growth and manufacture of the United States, provided such items are upon as good of terms regarding quality and price as like items of foreign growth and manufacture. An item shall be deemed to be manufactured in the United States if more than fifty (50%) percent of the cost of its components are of the growth and manufacture of the United States.

(a) Definitions. As used in this clause--

"Component" means an article, material, or supply incorporated directly into an end product.

"Cost of components" means--

(1) For components purchased by the Contractor, the acquisition cost, including transportation costs to the place of incorporation into the end product (whether or not such costs are paid to a domestic firm), and any applicable duty (whether or not a duty-free entry certificate is issued); or

(2) For components manufactured by the Contractor, all costs associated with the manufacture of the component, including transportation costs as described in paragraph (1) of this definition, plus allocable overhead costs, but excluding profit. Cost of components does not include any costs associated with the manufacture of the end product.

"Domestic end product" means--

(1) An unmanufactured end product mined or produced in the United States; or

(2) An end product manufactured in the United States, if the cost of its components mined, produced, or manufactured in the United States exceeds 50 percent of the cost of all its components. Components of foreign origin of the same class or kind as those that the agency determines are not mined, produced, or manufactured in sufficient and reasonably available commercial quantities of a satisfactory quality are treated as domestic. Scrap generated, collected, and prepared for processing in the United States is considered domestic.

"End product" means those articles, materials, and supplies to be acquired under the contract for House use.

"Foreign end product" means an end product other than a domestic end product.

(b) The Contractor shall deliver only domestic end products except to the extent that it specified delivery of foreign end products in the provision of the solicitation entitled "Buy American Act Certification."

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## SECTION J -- LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

### J.1 ATTACHMENTS:

Attachment 1: Section B - Price Schedule

Attachment 2: Section C - Statement of Work

Attachment 3: House Network Switch Diagram

Attachment 4: Informix Cable Records Maintenance Screen

Attachment 5: List of Federal Holidays

Attachment 6: Off-Site Inspection Center Instructions and Directions

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## SECTION K -- REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

### K.1 HC.11.001 GENERAL REQUIREMENTS

JULY 2001

Offerors shall be individuals, partnerships, or corporations regularly engaged in the business covered by the specifications and possessed of satisfactory financial resources and technical ability, and of equipment and organization to insure satisfactory completion of the contract, and who have established a satisfactory record in the past. Offerors shall, if requested by the CO, furnish promptly any information, which the CO may consider necessary to establish their competency for the work.

The offeror certifies by submission of this proposal and resultant contract that the offeror has not publicly or privately colluded with any other offeror to fix prices or conditions of this contract.

### K.2 HC.11.002 FINANCIAL INFORMATION

JULY 2001

The offeror shall furnish company financial data for the last five (5) years at a minimum. To comply with this requirement, the offeror shall furnish copies of financial statements or Annual Reports published. Publicly held companies must also provide copies of Securities and Exchange Commission 10-K Reports and Proxy Statements filed.

### K.3 HC.11.003 INSURANCE INFORMATION

JULY 2001

- a. Carriers
- b. Limits and excess coverage or employer liability and general liability
- c. Worker's Compensation insurance experience modification

### K.4 HC.11.004 COMPANY BACKGROUND

JULY 2001

All offerors will be required to submit proposals to include the following information concerning the company background:

- a. Legal name of the company.
- b. Organizational diagram and biographies for corporate officers.
- c. Detailed business history.
- d. Mission statement to include the scope of quality service, customer care and philosophy in dealing with the House as a potential client.
- e. Substance abuse policy and/or drug free work place policy and procedures, if applicable.
- f. Equal opportunity policy and compliance with House standards.
- g. Recycling, Greening, Sustainability, and other environmental mitigation (carbon footprint) efforts.
- h. Current staffing document.
- i. Disclose any lawsuits in which the Company is a named defendant within the last five (5) years and status of each such case.
- j. Key point of contact (POC) list, including name, function, telephone number(s) and email address.

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**K.5 HC.11.006 QUALITY INFORMATION**

**JULY 2001**

Quality Policy

- a. Total quality management process, if any
- b. Quality reporting to client, including assessment instruments/vehicles
- c. Customer satisfaction guarantees and assurances

**K.6 HC.11.007 ELIGIBILITY FOR AWARD**

**JULY 2001**

The offeror certifies that it is eligible for award of a contract resulting from this solicitation and that it has not been debarred, suspended or otherwise rendered ineligible for award of a federal government contract, nor has the offeror within a 3-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) contract or subcontract; violation of federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; and, is not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in this provision.

**K.7 HC.11.009 PERIOD FOR ACCEPTANCE OF PROPOSAL**

**JULY 2001**

In the event the offeror receives award of this contract, the award shall be based on the prices set forth in the offeror's proposal provided that the House makes the award of the contract within 120 calendar days after receipt of the offer or revised offer.

**K.8 HC.11.020 BUY AMERICAN ACT CERTIFICATION**

**MARCH 2004**

(a) The offeror certifies that each end product, except those listed in paragraph (b) of this provision, is a domestic end product and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The offeror shall list as foreign end products those end products manufactured in the United States that do not qualify as domestic end products. The terms "component," "domestic end product," "end product," "foreign end product," and "United States" are defined in the clause HC.9.019 of this solicitation entitled "Buy American Act."

(b) Foreign End Products:

End Product: [List as necessary] Country of Origin: [List as necessary]

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## SECTION L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO BIDDERS

### L.1 HC.12.002 CONTENT OF PROPOSALS

OCTOBER 2001

Each proposal shall be sufficiently complete and organized to ensure that evaluation can be made on the basis of its content. It is important that the proposal be organized as specified since the score sheet used during the evaluation will parallel the order specified in the solicitation. Offerors are reminded to avoid excessively lengthy or overly extravagant proposals. In responding to the requirements, the offeror should be as descriptive as possible to demonstrate an understanding of the requirement. In preparing proposals, the requirement number (Subsection) should be cited followed by the offeror's response. Grouping of requirements, followed by groups of responses, is not acceptable. Responses that only indicate acknowledgement of the requirement will be evaluated less favorably compared to those more descriptive in nature. Proposals should not necessarily reiterate the House text but be presented in the offeror's "own words." Proposals that do not address all of the elements and requirements, in the order contained herein, shall be disqualified from further consideration.

To facilitate the House's review, analysis and evaluation, each hard copy proposal shall be divided into tabbed parts, with title pages, compiled in a loose-leaf three-ring binder as follows:

Part 1 shall be titled Technical Quality and Manageability and contain the offeror's response to Sections A and C. Responses **MUST** use the same numbered format as the solicitation.

Part 2 shall be titled Project Management Approach and contain the offeror's response to requirements cited in Statement of Work and this Section..

Part 3 shall be titled Experience and Corporate Capabilities and contain offeror's response to Sections G, resumes of proposed key personnel, and information on qualifications and relevant experience providing similar services preferably in the public sector. Provide references for five current or recent (within three years) customers, including agency/firm name, name and title of client contact, telephone number and email address, description and scope of services and annual dollar value of contract.

Part 4 shall be titled Representations and contain the offeror's response to Section K.

Part 5 shall be titled Price and contain the offeror's pricing sheets in accordance with Section B. Responses **MUST** use the same numbered format as the solicitation.

Part 6 shall be titled Addendum and contain any exceptions or other pertinent information the offeror wishes to submit. Note that general advertising and promotional material is **NOT** desired.

The soft (CD) and electronic (email) documents shall be similarly organized.

### L.2 HC.12.003 SUBMISSIONS

MARCH 2004

Offerors shall submit one original hard copy and one additional hard copy plus one soft version on CD and one electronic copy via email, all in MS Word/Excel or .pdf format, of the proposal prepared in such style and detail as to enable the House to make a thorough evaluation thereof, and to arrive at a sound determination as to whether or not the offeror can meet the House's requirements. All **hard copy documents shall be duplexed** and identified as "Original" or "Copy 1. Proposal packages shall be sealed in a suitable container, and all containers shall clearly identify firm name and address and Solicitation Number. Proposals shall be submitted to the address shown on Section A (see blocks 7 and 10). Facsimile proposals will **NOT** be accepted. Hand carried submissions will **NOT** be accepted.

### L.3 HC.12.006 LATE SUBMISSIONS AND REVISION OF PROPOSALS

JULY 2001

(1) Any proposal or revision to a proposal received by the CO after the exact time specified for receipt will not be considered, unless it is received before award is made, and it:

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- (a) Was sent by registered or certified Mail not later than the fifth calendar day before the date specified for receipt of offers (e.g., an offer submitted in response to a solicitation requiring receipt of offers by the 20th of the month must be mailed by the 15th), or
- (b) Was sent by Mail and it is determined by the House that the late receipt was due solely to mishandling by the House, or
- (c) Was sent by the U.S. Postal Service Express Mail Next Day Service - Post Office to addressee, not later than 5:00 p.m. at the place of mailing two working days prior to the date specified for receipt of proposals. The term "working days" excludes weekends and U.S. federal holidays, or
- (2) A revision resulting from the CO's request for "best and final" offer received after the time and date specified in the request will not be considered, unless received before the award and late receipt is due solely to mishandling by the House.
- (3) The only acceptable evidence to establish the date of mailing of a late proposal or revision sent by either the U.S. Postal Service Registered or Certified Mail is the U.S. postmark both on the envelope or wrapper and on the original receipt from the U.S. Postal Service.
- (4) The only acceptable evidence to establish the time of receipt by the CAO is the time/date stamp on the proposal wrapper or other documentary evidence of receipt maintained by the CAO.
- (5) The only acceptable evidence to establish the date of mailing of late offer, revision, or withdrawal sent by Express Mail Next Day Service - Post Office to Addressee is the date entered by the post office receiving clerk on the "Express Mail Next Day Service - Post Office to Addressee" label and the postmark on both the envelope or wrapper and on the original receipt from the U.S. Postal Service.
- (6) Proposals may be withdrawn by (original hard copy) written notice received at any time before award. Proposals may be withdrawn in person by an offeror or an authorized representative, if the representative's identity is made known and the representative signs a receipt for the proposal before award.

#### L.4 HC.12.007 ACKNOWLEDGEMENT OF AMENDMENTS TO SOLICITATIONS JULY 2001

Offerors shall acknowledge receipt of any amendments to this solicitation requiring bi-lateral signature;

- (1) by signing and returning the amendment,
- (2) by identifying the amendment number and date in the space provided for this purpose on the form for submitting an offer; or
- (3) by letter, telegram, facsimile or email. The contracting officer must receive the acknowledgment by the time specified for receipt of offers.

#### L.5 HC.12.009 RESTRICTION ON DISCLOSURE AND USE OF DATA JULY 2001

Offerors or quoters who include in their proposals or quotations data that they do not want disclosed to the public for any purpose or used by the House except for evaluation purposes, shall:

- (1) Mark the title page with the following legend:

"This proposal or quotation includes data that shall not be disclosed outside the House and shall not be duplicated, used, or disclosed--in whole or in part--for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror or quoter as a result of--or in connection with--the submission of this data, the House shall have the right to duplicate, use, or disclose the data, including cost and pricing data, to the extent provided in the resulting contract. This restriction does not limit the House's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets numbered [insert number(s)]," and

- (2) Mark each sheet of data to be restricted with the following legend:



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"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

## **L.6 PRE-PROPOSAL CONFERENCE**

The House will conduct a Pre-Proposal Conference at 10:00 AM on May 21, 2008 in the Ford House Office Building to review and answer questions regarding the solicitation. Registration is required by May 19, 2008 and is limited to three persons from each offeror firm to assure adequate space availability. To register, contact the Contract Administrator via email; room location will be provided with confirmation of registration. Questions received by the May 19, 2008 deadline will be answered at the conference and subsequently provided in an amendment to the solicitation.

The Ford House Office Building is located at 2nd and D Streets, SW; Washington, D.C. immediately opposite the Federal Center South West Metro station. There is a snack bar and restaurant in the Ford building as well as nearby buildings; public parking is also available in nearby buildings.

## **L.7 QUESTIONS CONCERNING THE PROCUREMENT**

All questions regarding this solicitation must be submitted in writing (MS Word format) via email by 2:00 PM May 19, 2008. Assure reference to the pertinent section number. Unless identified as such by the offeror and determined by the House to be proprietary or confidential, all questions, with answers, will be discussed at the pre-proposal conference and published in an Amendment to the solicitation. Questions received by the deadline will be answered at the Pre-Proposal conference; questions received after the deadline or at the conference may be answered at the conference subject to time availability.

## **L.8 SITE SURVEY**

All Offerors will be provided an opportunity to tour the existing facilities as well as view the equipment and infrastructure. As a component of the proposal process, Offerors will be responsible for an initial evaluation of the current system by means of a report detailing perceived deficiencies and potential problems in infrastructure. This report will be completed and submitted as part of Offeror's proposal. Items not disclosed in this report will become the responsibility of the awarded Contractor and will be serviced at the Contractor's expense with regard to contracted service policies. To schedule a site survey, the Offeror should contact the COR at the address provided in Sections A and G.

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## SECTION M -- EVALUATION FACTORS FOR AWARD

### M.1 HC.13.001 EVALUATION FACTORS FOR AWARD

JULY 2001

The House intends to make award to the responsible offeror whose proposal meets the minimum requirements as stated in this RFP and represent the greatest value to the House. Proposals will be evaluated based on the following evaluation factors:

(1) Technical Quality and Manageability: The House will assess technical quality and overall manageability primarily based on the offeror's responses to Section C.

(2) Project Management approach: The House will assess project management approach primarily based on the offereor's responses to sections C and L.

(3) Experience and Corporate Capabilities: The House will evaluate the offeror's experience and capabilities in reference to the following sub-factors:

- a. Relevance to the requirements as stated in the Statement of Work.
- b. Past Performance and Customer References
- c. Financial and Infrastructure Resources
- d. Qualifications and Depth of Personnel

(4) \*Price: Offeror responses to schedules in Section B.

\*The proposal is presumed to represent the offeror's best efforts to respond to the solicitation. Any inconsistency, whether real or apparent between promised performance and price, must be explained in the proposal. For example, if unique and new approaches are the basis for an abnormally low estimate, the nature of these approaches and their impact on price must be explained. Any significant inconsistency, if unexplained, raises a fundamental issue of the offeror's understanding of the nature and scope of the work required. It also may reflect on the offeror's ability to perform the contract within the financial restraints and may be cause for rejection of the proposal. The burden of proof as to price credibility rests with the offeror.

a.. Risk Assessment. Price proposals will be evaluated to identify and assess potential risks, which may be inherent in the offeror's approach. The estimated costs to correct any deficiencies in the offeror's proposal will also be evaluated.

b. Price Realism. Proposed pricing will be evaluated not only to determine if the price is reasonable, realistic, and affordable, but also to determine the offeror's understanding of the requirements.

c. Market. Proposed pricing may be evaluated in context of other prices available on the open market, GSA schedules, and other contracts held by the offeror with other government or commercial entities.

d. Weight. Evaluation factors other than price, when combined, are significantly more important than price.

e. Greatest Value. The House will not make an award at a significantly higher overall price to achieve only slightly superior performance. The House will make this assessment through trade-off analysis weighing the benefits of superior performance and product features, increased productivity, probability of successful performance, reduced risk, reduced administrative costs to the House and any other pertinent factors versus the added price.

In evaluating proposals, the House reserves the right to use all information available at the time of evaluations. The House may rely on information in its own or other government records and available from other public and commercial sources.

### M.2 HC.13.002 CONTRACT AWARD

JULY 2001

a. The House intends to award one or more contracts resulting from this solicitation to the responsible offeror(s) whose offer conforms to this solicitation, taking into account the factors contained in clause "HC.13.001 Evaluation Factors for Award."

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b. The House may:

- (1) reject any or all offers, if such action is in its interest,
- (2) waive informalities and minor irregularities in offers received.

c. The House intends to evaluate proposals and to make award(s) without discussion. Therefore, each initial proposal should contain the offeror's best terms. However, the House reserves the right to conduct discussions and will open them only with those offerors determined to be in the competitive range, i.e. those with a reasonable prospect of award; the CO will notify others in writing of their unsuccessful offer.

## **SECTION B – SERVICES/EQUIPMENT AND PRICES**

### **B.1 DESCRIPTION OF SERVICES/EQUIPMENT**

The intent of this Request for Proposals (RFP) is to gather specific technical and pricing information on commercially available voice telecommunication services and equipment required by the U.S. House of Representatives (House). Offerors can compete for one or both of the following requirements:

- **Services**
  - Infrastructure Maintenance, which includes:
    - Preventive Maintenance and Sustainment - support and service of all voice related hardware, software, wiring, and related adjuncts (Infrastructure)
    - Repair and Service Restoration- detection and resolution of errors and alarms as well as repair of defective equipment
    - Automated Order Entry and Tracking System
  - Performance of all Station Moves, Adds, Changes, and Disconnects (MACDs)
  - Miscellaneous Fixed Price Activities and associated switchroom work
- **Equipment Sales**
  - Equipment and associated parts necessary to sustain and improve voice communications for the House.

Awards will be made to the responsible Offerors whose proposals represent the greatest value in terms of technical capability, operations management approach, past performance, and price. Single or multiple IDIQ (indefinite delivery, indefinite quantity) type contracts will be awarded. The contracts will have a base period of performance of three (3) years plus two option periods of one (1) year each, for a total period not to exceed five (5) years. It is intended that the products and services selected will fulfill the communications needs of the House for at least five years.

### **B.2 OVERVIEW OF HOUSE PROCUREMENT PROCESS**

The Chief Administrative Officer (CAO), in accordance with regulations promulgated by the Committee on House Administration (CHA), is authorized to procure goods and services for the House. Award of contracts resulting from this RFP will be subject to prior review and approval by the Committee.

Specific instructions on the preparation, content, and delivery of proposals in response to this RFP are contained in Section L. Information on how these proposals will be evaluated is contained in Section M. Sections A through K of this RFP will become part of the resultant contract.

### **B.3 PRICING INSTRUCTIONS AND FORMAT**

The Schedules B.4.1 through B.4.4 shall be used for pricing of services and equipment proposed by the Offeror. The Offeror can choose to respond to:

- all the Schedules referring to Services (B.4.1 thru B.4.3),
- the Schedule referring to Equipment Sales (B.4.4), and
- all the Schedules in Section B.4.

The Offerer will not be penalized during evaluation for not competing on one of the aforementioned Schedule options.

The following pricing requirements will be in effect for this RFP:

- The Offeror shall not deviate from required Contract Line Item Numbers (CLINs), but is directed to enter 'N/A' for any CLIN not offered.
- The Offerors shall not alter any language in any CLIN. If the Offeror's service differs from the language in the CLIN, the Offeror shall note the exception in the pricing column with an asterisk symbol (\*) and include a separate table under the table with the referenced CLIN. Offerors shall not incorporate new CLINs in the same tables with the original CLINs.
- The Offeror shall provide complete Federal Supply Schedule in hard copy as well as an electronic copy. The Offeror can substitute online availability with a clear and specific reference to the online location of the Schedule. The Offeror shall submit electronic pricing forms in Microsoft Excel and .pdf file on CD, in addition to submitting the completed sections in hard copy.
- The Offeror shall explicitly detail all equipment specified in the schedule. The format can be at the discretion of the Offeror, but must directly follow the Schedule and include Manufacturer's name, Manufacturer's Product Name and Manufacturer's Part Number.
- The Offeror will provide front market pricing in those instances where both front market and after market prices are offered.
- Discounts should reference the Federal Supply Schedule, e.g., Schedule minus 20%.
- Maintenance pricing schedule is to be based on a fixed monthly price. Customer may request breakout for individual sites at any time.
- Labor rates should include normal business hours (6 AM to 6 PM), overtime, and holiday.

#### **B.4 PRICING**

The Offeror shall submit their pricing on a CLIN basis within the following schedules:

##### **B.4.1 Infrastructure Maintenance**

Offeror may use CLINs 1001 through 1999 to establish a maintenance charge including:

- Preventive Maintenance and Sustainment - support and service of all voice related hardware, software, wiring, and related adjuncts (Infrastructure)
- Repair and Service Restoration- detection and resolution of errors and alarms as well as repair of defective equipment
- Automated Order Entry and Tracking System
- Staffing of switch maintenance center (standard business and all House "in session" hours)
- Physical addition and /or movement of circuit packs
- Monthly, quarterly, semi-annual, and annual checks/status reports

Maintenance charge must be provided for the base period as well as both option periods. ( Note that MACD and Miscellaneous Fixed Price Activities are not to be included in Schedule B.4.1) Please provide pricing structure for potential infrastructure changes and/or enhancements.

Infrastructure Maintenance of changes in infrastructure should be based on same methodology as monthly maintenance rate at the time of infrastructure change. Please provide plan for changes in infrastructure.

The House will require maintenance fees to be adjusted to compensate for any period of time that major infrastructure components remain under manufacturer warranty.

Schedule B.4.1.A Infrastructure Maintenance (Award - 36 Months)		
CLIN	Description	Fixed price per month
1001A	Infrastructure Maintenance	
1002A	Dedicated Technician (24x7 coverage)	

Schedule B.4.1.B Infrastructure Maintenance Option Period 1 (Award + 37-48 Months)		
CLIN	Description	Fixed price per month
1001B	Infrastructure Maintenance	
1002B	Dedicated Technician (24x7 coverage)	

Schedule B.4.1.C Infrastructure Maintenance Option Period 2 (Award + 49-60 Months)		
CLIN	Description	Fixed price per month
1001C	Infrastructure Maintenance	
1002C	Dedicated Technician (24x7 coverage)	

#### B.4.2 Moves, Adds, Changes (MACs)

Offeror must provide complete price schedule for MACs for the base period and well as two option periods using CLINs 2001-2999. The Offeror will use the definitions provided in Section C as the basis for its price data.

Schedule B.4.2.A MACs Base Period (Award - 36 Months)		
CLIN	Description	Net Price
2001A	Move	
2002A	Add	
2003A	Change	

Schedule B.4.2.B MACDs Option Period 1 (Award + 37-48 Months)		
CLIN	Description	Net Price
2001B	Move	
2002B	Add	
2003B	Change	

Schedule B.4.2.C MACDs Option Period 2 (Award + 49-60 Months)		
CLIN	Description	Net Price
2001C	Move	
2002C	Add	
2003C	Change	

**B.4.3 Miscellaneous Fixed Price Activities (CLINs 3001-3999)**

Offeror must provide complete price schedule for miscellaneous fixed price activities for the base period and well as two option periods using CLINs 3001-3999. The Offeror will use the definitions provided in Section C as the basis for its price data.

Schedule B.4.3.A Activity List Base Period (Award - 36 Months)			
CLIN	Product	Activity	Net Price
3001A	Port Reassignment (jumper work only)	Change	
3002A	Port Reassignment via Terminal Translation Initiation Feature (TTI)	Change	
3003A	Telephone Set Attachments – (i.e., Long cords, expansion modules, specialized handsets, etc.)	Install Move	
3004A	Carpet Job - Remove and replace jacks	Remove and Install	Per jack
3005A	Single Jack - Category 5E	Install Move	
3006A	Dual Jack - Category 5E	Install Move	
3007A	Single Jack – Plenum -Category 5E	Install Move	
3008A	Dual Jack - Plenum - Category 5E	Install Move	
3009A	Single Jack - Category 6	Install Move	
3010A	Dual Jack - Category 6	Install Move	
3011A	Single Jack - Plenum - Category 6	Install Move	
3012A	Dual Jack - Plenum - Category 6	Install Move	
3013A	Single Flat Wire - 1 Jack -Category 6	Install Move	
3014A	Double Flat Wire 2 Jacks - Category 6	Install Move	
3015A	Dual Hybrid Jack	Install Move	
3016A	Labor Rate – Standard (5 x 12 House business hours)	Standard Labor (hourly)	
3017A	Labor Rate - Premium (non-business hours including weekends)	Premium Labor (hourly)	

Schedule B.4.3.B Activity List Option Period 1 (Award + 37-48 Months)			
CLIN	Product	Activity	Net Price
3001B	Port Reassignment (jumper work only)	Change	
3002B	Port Reassignment via Terminal Translation Initiation Feature (TTI)	Change	
3003B	Telephone Set Attachments – (i.e., Long cords, expansion	Install	

Schedule B.4.3.B Activity List Option Period 1 (Award + 37-48 Months)			
CLIN	Product	Activity	Net Price
	modules, specialized handsets, etc.)	Move	
3004B	Carpet Job - Remove and replace jacks	Remove and Install	Per jack
3005B	Single Jack - Category 5E	Install Move	
3006B	Dual Jack - Category 5E	Install Move	
3007B	Single Jack – Plenum -Category 5E	Install Move	
3008B	Dual Jack - Plenum - Category 5E	Install Move	
3009B	Single Jack - Category 6	Install Move	
3010B	Dual Jack - Category 6	Install Move	
3011B	Single Jack - Plenum - Category 6	Install Move	
3012B	Dual Jack - Plenum - Category 6	Install Move	
3013B	Single Flat Wire - 1 Jack -Category 6	Install Move	
3014B	Double Flat Wire 2 Jacks - Category 6	Install Move	
3015B	Dual Hybrid Jack	Install Move	
3016B	Labor Rate – Standard (5 x 12 House business hours)	Standard Labor (hourly)	
3017B	Labor Rate - Premium (non-business hours including weekends)	Premium Labor (hourly)	

Schedule B.4.3.C Activity List Option Period 2 (Award + 49-60 Months)			
CLIN	Product	Activity	Net Price
3001C	Port Reassignment (jumper work only)	Change	
3002C	Port Reassignment via Terminal Translation Initiation Feature (TTI)	Change	
3003C	Telephone Set Attachments – (i.e., Long cords, expansion modules, specialized handsets, etc.)	Install Move	
3004C	Carpet Job - Remove and replace jacks	Remove and Install	Per jack
3005C	Single Jack - Category 5E	Install Move	
3006C	Dual Jack - Category 5E	Install Move	
3007C	Single Jack – Plenum -Category 5E	Install Move	
3008C	Dual Jack - Plenum - Category 5E	Install Move	
3009C	Single Jack - Category 6	Install	



Schedule B.4.3.C Activity List Option Period 2 (Award + 49-60 Months)			
CLIN	Product	Activity	Net Price
		Move	
3010C	Dual Jack - Category 6	Install Move	
3011C	Single Jack - Plenum - Category 6	Install Move	
3012C	Dual Jack - Plenum - Category 6	Install Move	
3013C	Single Flat Wire - 1 Jack -Category 6	Install Move	
3014C	Double Flat Wire 2 Jacks - Category 6	Install Move	
3015C	Dual Hybrid Jack	Install Move	
3016C	Labor Rate – Standard (5 x 12 House business hours)	Standard Labor (hourly)	
3017C	Labor Rate - Premium (non-business hours including weekends)	Premium Labor (hourly)	

#### **B.4.4 Federal Supply Schedule (or other GWAC) of Offeror (CLINs 10,001 and up)**

Offeror will provide the GSA Federal Supply Schedule (or other government-wide acquisition contract), utilizing CLINs 10,001 and up, in the form of a completed price list.

#### **B.5 DISCOUNTS**

##### **B.5.1 Discounts on Purchases**

Offerors should state all discounts that are applicable to any items offered in the Federal Supply Schedule (or GWAC) to include, but not be limited to the purchases of hardware, software, installation services and business partner products.

##### **B.5.2 Quantity Discounts on Station Purchases**

Offerors should state quantity discounts applicable to the purchase of station equipment. Quantities shown are per Fiscal Year and will not be computed retroactively; discounts shown apply only to the purchase price and exclude all installation and maintenance:

Quantity Purchased	Discount off Federal Supply Schedule or GWAC
1 through 100 stations	
101 through 250 stations	
251 through 500 stations	
501 stations and up	

## **SECTION C - DESCRIPTION/SPECIFICATION/STATEMENT OF WORK**

### **C.1 INTRODUCTION AND BACKGROUND**

The purpose of this solicitation is to procure equipment, software, service, support for, and maintenance of the voice telecommunications system for the United States House of Representatives (henceforward referred to as the House).

#### **C.1.1 Description of House Voice Telecommunications System**

For purposes of this Contract, the House voice telecommunications system is defined as a combination of customer premises switches plus any and all adjuncts and endpoints connected to these switches. The communications systems are distributed throughout the House campus as well as an off-site location in Northern Virginia. At present, the system includes, but is not necessarily limited to:

- Three networked Avaya communications systems, configured for critical reliability and consisting of:
  - Four 8720 duplicated servers and two 8700 duplicated servers
  - Twenty-two P333 Cajun Ethernet data switches
  - Eighteen G650 Gateways
  - Nine Enterprise Survivable Servers (ESS)
  - Twelve M770 Cajun ATM switches
  - Thirty-eight Expansion Port Networks (EPN)
  - Two C363T data switches

The three communications systems support:

- 18,000 voice terminals (including a variety of station equipment, primarily Avaya 8400 series digital multi-button stations),
- 1300 IP Voice terminals
- 148 IP Trunks
- 2100 public network trunks,
- 1200 private network trunks,
- Eight Avaya Intuity Audix multimedia messaging servers serving approximately 9,000 subscribers
- Call Center applications utilizing IVR, CTI and CMS servers,
- A Dialogic Communicator automated notification system,
- All UPS and batteries,
- All supporting hardware and wiring

(For high-level network diagram, refer to Section J.)

#### **C.1. 2 Description of User Community**

The House Information Resources Technology Infrastructure directorate (hereinafter referred to as HIR/TI) is responsible for the House voice telecommunications system. The Offeror will work with HIR/TI to support any and all offices served by the House voice telecommunications system. These offices include, but are not limited to:

- Member and Committee offices;
- Leadership Offices including Office of the Speaker, Majority Leader, Majority WHIP, Chief Deputy Majority WHIP, Minority Leader, Minority WHIP, Chief Deputy Minority WHIP,

Republican Conference, Legislative Digest, Republican Steering Committee, Republican Policy Committee, Democratic Caucus, Democratic Study Group, Democratic Policy Committee, and others;

- House support offices including Office of the Clerk, Office of the Sergeant at Arms, Office of the Attending Physician, Architect Of the Capitol, Office of the Chief Administrative Officer, Page School, and others;
- the House of Representatives' Alternate Computing Facility (ACF);
- additional offices in the Washington DC, metropolitan area.

### **C.1.3 General Requirements**

#### **C.1.3.1 Response Format**

Offerors must format their response using the outline structure of Section C of this RFP. Offeror responses should use the same Section C numbers and headings in their response, but should refrain from including additional excerpts of text from this RFP unless it is an answer to a specific RFP question.

#### **C.1.3.2 Conformance with General House Guidelines**

The House requires all Contractor personnel to conform to the following general guidelines:

- adhere to House Rules, Laws, and House Security Policies, including copyright and intellectual property laws;
- distribute and receive files electronically;
- maintain compatibility with House email platform, i.e. MS Exchange/Outlook;
- remain strictly non-partisan in contract performance;
- operate with discretion and confidentiality; and
- meet or exceed minimum production requirements and intervals established herein 100% of the time.

#### **C.1.3.3 Hours of Service**

The House requires Offeror to provide staff to cover weekday business hours of operation: generally 6:00 AM - 6:00 PM, Monday through Friday. The hours of operation will be extended while House is in session. House sessions can last into the late evening or early morning hours, plus occasional weekend sessions. Offeror personnel are not required to provide service on Federal holidays, unless Congress is in session. Offeror personnel may be required to provide manned coverage (24 x 7) of the primary switchroom as determined by the COR. Additionally, the Offeror must be available 24 hours a day 7 days a week (24 x 7) to respond to support issues. The Offeror will serve as first point of contact for House staff on all alarms and trouble reports related to the House voice telecommunications system.

Offerors will specifically address these requirements in their responses as part of the Staffing Plan outlined later in this Section.

#### **C.1.3.4 Contractor Employees**

The Offeror's personnel must be fully qualified, experienced, trained, and capable to perform the work required. At all times while performing the work defined by this contract, Offeror personnel shall display their House-furnished building passes. Dress and demeanor shall conform to the standards deemed to be appropriate to the House environment.

### **C.1.3.5 Preservation of Historic Buildings**

The House requires that Offeror personnel will consult with the Architect of the Capitol and the appropriate building superintendent before performing work that involves any structural changes, with the understanding that the preservation of the Capitol and House Office Buildings as a national treasure will be prioritized.

## **C.2 SCOPE OF WORK**

The Offeror will provide personnel, equipment and software, services, support and maintenance in three general areas:

1. Preventive Maintenance and Sustainment
2. Repair and Service Restoration
3. Moves/Adds/Changes/Disconnects (MACDs) and Miscellaneous Fixed Price Activities

To fulfill requirements related to these three general areas, the Offeror will:

- provide and maintain an Automated Order Entry and Tracking system,
- organize and staff an on-site Switch Management Center,
- provide periodic status and performance reports,
- conduct meetings and training sessions to promote the effective use of all Offeror-provided systems.

## **C.3 PREVENTIVE MAINTENANCE AND SUSTAINMENT REQUIREMENTS**

For purposes of this Contract, the House defines preventive maintenance as the regular monitoring of the system and its major components to predict problems before they occur, consequently taking timely action to preempt these problems. Sustainment is defined as a dedicated effort to keep the House voice telecommunications system operating at an optimum level by conducting routine preventive maintenance activities and implementing enhancements as determined by the requirements herein and/or industry standards. Sustainment is the continuation of a support process, and continuous improvement is a requirement of sustainment.

### **C.3.1 Backups**

The Offeror will perform regularly scheduled back-ups as indicated for all voice telecommunications system components that have back-up capabilities. These systems include, but are not limited to:

- Communications Manager,
- Intuity Audix systems,
- Dialogic notification system, and
- Whip system.

This includes all software updates required for copying translations from the Capitol Hill Intuity Audix systems to the ACF Intuity Audix systems via nightly backups over the House LAN.

The Offeror will verify that all required backups are completed successfully and on schedule. All system back-ups will be stored on a system-appropriate medium that optimizes the success of back-up and restoration functions, e.g. optical disk. The Offeror will be responsible for keeping copies of the two most recent back-ups of Communications Manager at two different authorized and secure sites predetermined by the COR.

The Offeror is responsible for addressing and correcting any errors that occur in the backups for any of the above systems. The Offeror will follow the alert procedures and trouble reporting procedures listed in this Section if any errors occur in backing up any of the above systems. The Offeror will keep the customer apprised of the problem resolution per this Section

The Offeror is responsible for assigning qualified personnel trained in the backup software for the above systems. The Offeror will include the resumes of any individuals assigned to this function in their response. The Offeror will also include a training plan for this position in their response, to ensure that the individual is trained in the latest software updates.

### **C.3.2 Availability and Quality of Replacement Parts**

The Offeror must create and provide with their offer an inventory of what is deemed to be necessary spare parts. The Offeror will be responsible for maintaining the spare parts inventory on site. Reasonable storage space for said parts will be provided by the House. Broken, damaged, or deteriorated parts will be repaired or replaced with new or refurbished warranted as new parts.

### **C.3.3 Availability of Parts**

The Offeror must be able to secure parts and components of the House voice telecommunications system from appropriate suppliers as needed.

The Offeror will be solely responsible for the compatibility of equipment and/or parts used for maintenance, repair, and/or upgrade in service of the House voice telecommunications system.

The Offeror will be responsible for remaining informed and reporting to the House any issues regarding availability of parts. The Offeror will provide valid options and solutions to the House, in the event of manufacturer/supplier discontinuance of systems and/or components.

### **C.3.4 Quality Assurance Updates**

The Offeror will assure ongoing system reliability through prompt notification to the House of proactive hardware and software updates recommended by system manufacturer(s) as corrective measures or “bug fixes.” The updates include all firmware. The Offeror will conduct reviews at least once a month to determine the availability of firmware updates for current House equipment and install the updates. The Offeror will work with COR to schedule implementation of recommended updates, typically during non-business hours. The Offeror will not charge the House for changes performed outside of normal business hours.

### **C.3.5 Remote Monitoring and Diagnostic Testing**

The Offeror must have the ability to remotely monitor switches and perform diagnostic testing on a 24x7 basis.

### **C.3.6 Upgrades and Enhancements**

The Offeror will be responsible for seeking out and/or making recommendations on implementing system enhancements, upgrades, and/or technology refresh options that may be beneficial to House operations as they become available. The Offeror will provide a formal technical briefing on an annual basis to address new technology and enhancements.

Upon receiving House approval, the Offeror will be responsible for installation of hardware and software upgrades that are deemed necessary or desirable to remain current according to manufacturer recommendations and consistent with House requirements.

The House may choose to make changes to the voice network infrastructure. The House requires that the Offeror support these changes and maintain responsibility for the implementation of new equipment and sustainment of the network. The House requires that the Offeror include all software migrations and upgrades at no additional cost.

### **C.3.7 Maintenance Documentation**

The Offeror is required to obtain, review, and have readily available manufacturer's current maintenance documentation for all House voice telecommunications system equipment. The Offeror will be responsible for the performance of all recommended routine/preventive maintenance prescribed in manufacturer's documentation.

### **C.3.8 Additional Component-Specific Maintenance Requirements**

#### **C.3.8.1 Battery Plant**

##### **C.3.8.1.1 Battery Backup**

The Offeror must maintain all systems to ensure that 8 hours of battery backup is available at all times.

##### **C.3.8.1.2 Monthly Battery Check**

The Offeror will provide maintenance on all batteries (dry cell/wet cell) as per manufacturer's specifications, at the recommended interval.

##### **C.3.8.1.3 Quarterly Battery Check**

The Offeror is responsible for performing a quarterly check on the following items related to battery condition:

- Charge voltage of each cell.
- Check for any change in previously recorded information.
- Check all cells, connectors, cables, and racks.

In the event that maintenance is no longer feasible, battery must be replaced by vendor. Replacements must be equal to or better than equipment being replaced.

#### **C.3.8.2 Intuity Audix Multimedia Messaging Server**

The Offeror will be responsible for performing a reboot of each Intuity Audix system every ninety (90) days. This will take place during non-business hours, when Congress is not in session, and within a specific calendar window of opportunity designated by HIR/TI.

The Offeror is responsible for ensuring that the Intuity Audix system continues to perform as required with each new House system upgrade or system change. In the event that a House system upgrade or system change impacts the performance of the Intuity Audix system, the Offeror will alert the House and immediately work to resolve the issue. Standard trouble reporting and resolution procedures, as outlined in this Section, apply for any malfunction of the Intuity Audix system per House upgrade or change.

#### **C.3.8.3 Trunking Facilities**

The Offeror will provide continuous monitoring of all trunking facilities and respond to all related errors and alarms according to response time intervals detailed in this Section. The Offeror will conduct weekly

facility test calls to all inter-switch and all central office facilities to verify that they are in service and operational. The Offeror will act as an agent of the House of Representatives to coordinate resolution of troubles for all trunks/circuits of unacceptable quality. The Offeror will maintain a Trunk Monitoring and Testing Activity Log to be provided to COR at least monthly, as described in this Section.

#### **C.3.8.4 Network Monitoring**

The Offeror must monitor the network, including Voice over IP, and provide a visual display of all network components during all operational hours of the Switch Management Center.

#### **C.3.9 Administrator Level Support**

The Offeror will provide, as part of maintenance and at no additional cost, administrator level support for changes to systems that require permission levels greater than those assigned to customer and on-site support including, but not limited to, password resets, repair of software corruption and changing of values in restricted fields.

### **C.4 REPAIR AND SERVICE RESTORATION REQUIREMENTS**

The House requires that the Offeror's maintenance objectives include detection and resolution of errors and alarms as well as repair of defective equipment without interruption of service and transparent to the system user to the extent possible.

#### **C.4.1 Receipt of Alarms and Trouble Calls**

During hours of operation detailed in this Section, the Offeror will receive voice telecommunications system alarms and all trouble calls/requests for repair in the Switch Management Center (described in this Section). The Offeror will serve as first point of contact for House staff on all alarms and trouble reports related to any and all components of the House voice telecommunications system. The Offeror will immediately notify HIR/TI personnel of all service-impacting alarms. The Offeror will coordinate all repair and service restoration activities, dispatching technicians as needed.

Additionally, the Offeror must be available 24 hours a day seven days a week (24 x 7) to respond to support issues. The Offeror must address out-of-hours notification procedures and escalation processes in their response as part of the Staffing Plan outlined later in this Section.

#### **C.4.2 System Failures, Alarms, and Response Times**

The House defines a system failure as any interruption to service that precludes normal subscriber/station capability. This definition shall apply to all components of the voice telecommunications system, including but not limited to switch trunk/line accesses, and all critical and/or redundant switching equipment.

The House defines a Major Failure as any one or more of the following:

- 10% or more of trunks and/or stations out of service;
- outage of any trunk providing timing;
- common control processor out of service;
- loss of private networking (DCS) features;
- inability to access one or more of the Intuity voice messaging adjuncts;
- failure of 25% or more of the telephones in a single suite/office;
- failure of Call Center applications
- failure of Dialogic Communicator (WHIP telephone system/Emergency notification system)

Due to the critical nature of the House environment, the House may, at its discretion, declare a failure not defined above as a major failure.

The Offeror will commit to a two-hour, on-site response time for Major Failures, provided that the failure cannot be cleared remotely. If personnel are already on-site, an immediate dispatch must occur.

A Minor Failure is defined as any service interruption not included in the definition of a Major Failure above. The Offeror will commit to an on-site response time within twenty-four hours for Minor Failures, provided that the failure cannot be cleared remotely. If personnel are on site, minor failures will be resolved in 24 hours.

The Offeror must have the ability to receive and respond to all system alarms. The Offeror must respond on-site to any and all Major Alarm conditions within two hours of alarm notification. The Offeror must respond on-site to all Minor Alarm conditions within twenty-four hours of alarm notification. As stated above, the Offeror must immediately notify HIR/TI personnel of all service-impacting alarms.

The Offeror will be responsible for an immediate response to any and all visual or audible alarms during the hours of operation detailed in this Section.

#### **C.4.3 Agent of the House**

The Offeror will act as an agent of the House of Representatives to coordinate resolution of alarms/troubles related to trunks/circuits/equipment provided by other vendors or government agencies.

#### **C.4.4 Escalation Process**

Offerors will provide a proposed escalation process for trouble resolution in their response including their internal escalation procedures. Offerors will also provide a list of names and telephone numbers (office and "non-business hours" numbers) within their management hierarchy of those responsible for the resolution of trouble issues. Such a list would only be used when the House experiences a crisis with the telecommunications system and cannot obtain satisfactory service performance from Contractor's personnel at the site. The Offeror will also provide direct access to Tier 3 support outside the normal escalation process.

#### **C.4.5 Response to Emergency Situations**

The House requires that the Offeror deliver and install an interim system or adjunct to provide basic and essential voice communications services at a location to be determined by COR within 24 hours of notification of major emergency (e.g., fire or flood in the equipment room, etc.). The Offeror's response must include an Emergency Service Plan as a standard part of the maintenance agreement at no additional cost.

### **C. 5 MOVES/ADDS/CHANGES/DISCONNECTS (MACDS) AND MISCELLANEOUS FIXED PRICE ACTIVITY REQUIREMENTS**

#### **C.5.1 Move/Add/Change/Disconnect (MACD) Requirements**

The Offeror will complete Moves/Add/Changes/Disconnect (MACDs) as requested by HIR/TI. MACDs shall be coordinated with HIR/TI personnel who will approve each work order prior to its release and make appropriate software programming changes and update House and switch databases. All station equipment and related attachments will be provided by HIR/TI. The Offeror will supply all wiring/accessories, and personnel necessary to complete MACDs.



## **C.5.2 MACD Definitions**

For purposes of this Contract, the following definitions apply.

### **C.5.2.1 Definition of a Move**

The House defines a Move as relocation of voice telecommunications system equipment within or between House locations. A move will include: disconnect and removal of equipment from one location and subsequent placement of equipment at a different location; testing of all terminals and equipment; clearance of all troubles; appropriate designation including button labeling and system inventory stickers; timely return of sticker sheets to HIR/TI; completion of all necessary cross connects; and removal of jumper wiring no longer required.

### **C.5.2.2 Definition of an Add**

The House defines an Add as the installation of any voice telecommunications system equipment located in House locations. An add will include: placement and testing of all terminals and equipment; clearance of all troubles; appropriate designation including button labeling and system inventory stickers; timely return of sticker sheets to HIR/TI; and completion of all necessary cross-connects.

### **C.5.2.3 Definition of a Change**

The House defines a Change as any modification of voice telecommunications system equipment located in the House locations. Changes may include, but are not limited to: station equipment upgrades and downgrades; reassignment of associated switch port in conjunction with a change in station equipment. Completion of a change will include: testing of all terminals and equipment; clearance of all troubles; appropriate designation including button labeling and system inventory stickers; timely return of sticker sheets to HIR/TI; completion of all necessary cross-connects; and removal of jumper wiring no longer required.

### **C.5.2.4 Definition of a Disconnect**

The House defines a Disconnect as the removal of any voice telecommunications system equipment from a House location. A Disconnect will include: physical removal of equipment from its installed location (when appropriate), the clearance of all troubles; timely return of equipment (and sticker sheets when appropriate) to HIR/TI; and removal of jumper wiring no longer required. Disconnects and removals of stations and related switch wiring will be completed at no charge to the House.

### **C.5.2.5 Definition of an Endpoint**

The House defines an Endpoint as that which includes any or all items connected to a House telecommunications system port, including but not limited to: stations; public network trunks; private network trunks; and ports on adjunct equipment (e.g., voice mail).

### **C.5.2.6 Definition of a Station**

The House defines a Station as that which includes any and all items connected to a House telecommunications system jack, including but not limited to: single line telephone sets, wall telephones, or multi-line telephone sets. Any equipment attached to a station is considered part of the station. Station attachments may include but are not limited to: speakerphones; special handsets and adapters; expansion modules; headsets; and headset adapters. Fax machines and modems are not included in this definition; however the Offeror will be responsible for providing the required connectivity for fax machines and modems.

### **C.5.3 Standard MACD Completion Intervals**

The Offeror will complete Moves, Adds, Changes, and Disconnects according to the following schedule:

- Orders involving up to 10 endpoints will be completed within 3 business days after receipt of request.
- Orders involving 11 to 30 endpoints will be completed within 4 business days after receipt of request.
- Completion intervals for work involving more than 30 endpoints will be negotiated with the Offeror's project manager on a case by case basis at the time the request is made.

### **C.5.4 Designation of Priority Orders and Intervals**

HIR/TI may assign priority status to MAC work orders in order to expedite their completion when needed. The Offeror will comply with requirements for Priority work orders as described in this Section.

Extraordinary requirements of the House will be negotiated through the COR or if necessary, Section I of this document.

#### **C.5.4.1 Priority Moves**

The House may designate up to 5 Moves per week as "Priority" thereby superseding the standard MACD completion intervals detailed in this section. Priority Moves shall be worked according to the following general guidelines:

- Orders involving up to ten endpoints will be accomplished within five business hours after receipt of request.
- Work involving 11 to 30 endpoints will be accomplished by the end of the second business day after receipt of the request.
- Completion intervals for work involving more than 30 endpoints will be negotiated with the Offeror's operations manager on a case by case basis at the time the request is made.
- The Offeror will be asked to consider exceptions to these guidelines on a case by case basis to meet the needs of the House.
- Overtime is not applicable unless the House specifies on the order that the work must be accomplished outside daily business hours (6 AM- 6 PM, Monday through Friday).

#### **C.5.4.2 Priority Adds**

The House may designate up to 5 Adds per week as "Priority" thereby superseding the standard MACD completion intervals detailed in this section. Priority Adds shall be worked according to the following general guidelines:

- Orders involving up to ten endpoints will be accomplished within five business hours after receipt of request.
- Work involving 11 to 30 endpoints will be accomplished by the end of the second business day after receipt of the request.
- Completion intervals for work involving more than 30 endpoints will be negotiated with the Offeror's operations manager on a case by case basis at the time the request is made.
- The Offeror will be asked to consider exceptions to these guidelines on a case by case basis to meet the needs of the House.
- Overtime is not applicable unless the House specifies on the order that the work must be accomplished outside daily business hours (6 AM- 6 PM, Monday through Friday).

#### **C.5.4.3 Priority Changes**

The House may designate up to 5 Changes per week as “Priority” thereby superseding the standard MACD completion intervals detailed in this section. Priority Changes shall be worked according to the following general guidelines:

- Orders involving up to ten endpoints will be accomplished within five business hours after receipt of request.
- Work involving 11 to 30 endpoints will be accomplished by the end of the second business day after receipt of the request.
- Completion intervals for work involving more than 30 endpoints will be negotiated with the Offeror’s operations manager on a case by case basis at the time the request is made.
- The Offeror will be asked to consider exceptions to these guidelines on a case by case basis to meet the needs of the House.
- Overtime is not applicable unless the House specifies on the order that the work must be accomplished outside daily business hours (6 AM- 6 PM, Monday through Friday).

#### **C.5.5 Biennial Election MACDs**

Every two years following the November elections, the Offeror will perform telephone MACDs for Congressional offices changing as a result of biennial elections. The Offeror is responsible for completing election MACDs in an effective, organized, and expeditious manner according to the schedule established by the Architect of the Capitol. These MACDs are likely to require additional resources and hours extending beyond normal business hours. In election years that necessitate a high volume of MACD activity in a short period of time, extraordinary requirements will be negotiated through the “Authorized Changes” section of this contract.

#### **C.5.6 Miscellaneous Fixed Price Activities**

The Offeror will be responsible for completion of all miscellaneous fixed price activities not defined as routine MACDs according to Section C.5.2. Fixed price activities include, but are not limited to:

##### **C.5.6.1 Port Reassignment – Jumper Work Only**

When an endpoint must be relocated from a physical address on one circuit pack to a physical address on a different circuit pack in the same equipment room, the Offeror will complete the required wiring/cross-connect/jumper work. The Offeror will work with HIR/TI to coordinate the timing of the wiring/cross-connect/jumper work to coincide with necessary software changes/updates.

##### **C.5.6.2 Port Reassignment via Terminal Translation Initiation (TTI) Feature**

As a general rule, HIR/TI only activates Communication Manager’s TTI feature every two years during office moves which result from biennial elections. Biennial election MACDs are discussed in Section C.5.5. It is possible that other unanticipated circumstances might warrant activation of the TTI feature. In that event, Offeror is asked to consider a port reassignment via TTI as a fixed price activity not covered by routine MACD definitions and price this transaction accordingly in Section B.

##### **C.5.6.3 Installation or Move of Attachments to Station Equipment**

Examples of attachments to station equipment include long cords, expansion modules, or specialized handsets. These attachments will be provided from HIR inventory. Installation of a station attachment includes retrieving the item from inventory, delivering it to the requesting office, installing, and testing it. Moving a station attachment involves visiting its current installed location to retrieve it, delivering it to its new location, installing, and testing it.

**C.5.6.4 Carpet Jobs**

When carpets are replaced, jacks must be removed and replaced after installation of new carpet. This is referred to as a "Carpet job."

**C.5.6.5 Installation or Move of Faceplate and Jack**

This fixed price activity includes installation and moves of faceplates and jacks including Category 5E, Category 6, Plenum, non-plenum, hybrid, non-hybrid, single, and dual jacks.

The House requires the Offeror to provide standard and premium labor rates to establish baselines for any additional activities that are not detailed in Section B. The House expects the Offeror to adhere to the contractual agreement for fixed-price activities. The House will not pay any additional or nominal charges on top of or outside of fixed-price activities unless the Offeror requests and receives prior written approval for the charges from the House via contract modification.

**C.6 AUTOMATED ORDER ENTRY AND TRACKING SYSTEM**

HIR/TI generates work orders to track and control MACDs and trouble tickets. The Offeror will provide and maintain an Automated Order Entry and Tracking System to facilitate the creation, updating, scheduling, and disposition of work orders to control work activity, reduce lost time, eliminate recurring problems, and improve service. The Automated Order Entry and Tracking System must have capability to use the current database or convert said database to another database platform.

**C.6.1 System Requirements**

The House has the following general requirements for the Automated Order Entry and Tracking System.

- The Automated Order Entry and Tracking System will be built/developed using a commercial off the shelf (COTS) software solution.
- The Automated Order Entry and Tracking System will be accessible by HIR/TI personnel via desktop terminals. The system will allow simultaneous access by a minimum of fifteen users, and have the capability for expansion.
- The system will provide a help feature that is available for every screen in the system and defines each item in every screen.
- The system will provide a print feature for every screen in the system. The print feature must be compatible with the HIR/TI desktop.
- System must have capability of providing an historic record of up to 36 months available on-line. Complete history must be archived and available by written request of the COR.
- The system will automatically generate a unique number for each work order and trouble ticket. The system will use these numbers to track individual work orders and trouble tickets.

**C.6.2 Work Order Detail**

The House has the following general and page-specific requirements for the Work Order portion of the Automated Order Entry and Tracking System.

**C.6.2.1 Work Order General Requirements**

The work order system must support work orders for voice services offered by HIR/TI at all House on-premise as well as off-premise locations.

- The system should allow work orders to be left open for long periods of time (without a "close" date or a "due" date). The system should allow action items and tasks related to "open" work orders to be continuously added and subsequently completed and billed.
- Action Item specifics:
  - Multiple requests from the same office shall be treated as individual work orders, each with a single item listed as an action item.
  - Move requests to move an entire office shall be treated as a single work order with each piece of equipment listed as an action item.
- The system will record the date, time, and individual responsible for every update to a work order and action item.
- The system will accommodate equipment-related and non-equipment related work orders.
- The system must log completed and in-process work orders.
- The system will determine the number of technicians required to complete a work order and assign the appropriate number.
- The system will allow the action item list for an order to be modified at any time until the work order is closed.
- The system will close the order automatically when all action items are closed.

#### **C.6.2.2 Work Order Page Specific Requirements**

- Each work order will have an order type designation (e.g., move, add, change, disconnect, repair.) The Offeror will work with HIR/TI to define order type designations. Adoption of order type designations is subject to HIR/TI approval.
- The system must allow a work order to be designated as a "Priority" order, subject to the terms and definitions detailed in this Section. Priority orders must be easily identifiable in the system.
- The system will include a field to assign an HIR/TI customer service representative to a work order, if desired.
- The work order system will provide search capabilities by multiple fields (e.g. Cost Center Code, Due Date, Order Type, etc.)

#### **C.6.3 Required Data Elements**

For each work order record, the following fields will be automatically populated when the work order record is created:

- Work Order Number
- Work Order Creation Date
- Work Order Creation Time
- ID of person creating the Work Order
- Date due (default date due will be based on standard intervals defined in Section C.5.3; if order is subsequently flagged as "Priority", date due will be re-populated based on priority intervals defined in Section C.5.4. Date due may also be set to blank if completion date is in question due to circumstances beyond the Offeror's control.)

The work order record will allow entry and update of the following information:

- Priority Flag
- Order Type Designation (e.g., Move, Add, Change, Deletion, Repair)
- Cost Center Code
- Due Date (i.e. the system user will be able to override the due date that is automatically populated by the system)

- Date Customer Prepared the Order
- Date Order Received In HIR/TI Office
- Status (e.g., Open, Closed, Pending, Canceled, On Hold)
- Description Of Request
- Remarks

The following fields will be automatically populated based on the value entered for “Cost Center Code”:

- Requesting Office Name (Customer Department)
- Building
- Room Number
- Contact Name
- Contact Phone Number
- Contact Location
- Contact E-Mail Address
- Alternate Contact Name
- Alternate Contact Phone Number
- Alternate Contact Location
- Alternate Contact E-Mail Address

The system will allow entry and update of the following information pertaining to a specific action item of a work order:

- Action Item Description
- Action Item Type
- Action Item Contact Name
- Action Item Contact Phone Number
- Action Item Contact Location
- Action Item Contact E-Mail Address
- Extension Number
- Set Or Jack Equipment Type Or Equipment ID
- Quantity
- Status
- Remarks
- Action Item Due Date
- Service Initiation Date
- Technicians Assigned
- Bill-To Information

#### **C.6.4. Order Tracking**

The House has the following requirements for the Order Tracking portion of the Automated Order Entry and Tracking System.

- The House requires a work order tracking system to keep HIR/TI informed of the status of individual work orders and their progress. The system should allow HIR/TI personnel to query the status of any work order from any supported device connected to the system.
- The system must maintain the current status of each work order. The system must provide a status of at least open or closed (i.e. completed). The system should include additional work

order status categories of *canceled*, *pending*, and *on hold*. The system must provide the same functionality for trouble ticketing as provided for in Order Tracking.

- The system should have a status comment field to hold comments as to why an order is pending or on hold.
- The system must maintain completed and canceled orders on-line for a period of 36 months, thereby creating a history of order activity that can be accessed by a number of criteria, including Cost Center Code, Extension Number, Due Date, Room Number, etc.
- The system will not delete canceled work orders from the system and will allow a canceled work order to be re-activated with a revised due date.
- The system will have a method for tracking and reporting canceled orders.

### **C.6.5 On-Line Reporting**

The House has the following requirements for the On-line reporting portion of the Automated Order Entry and Tracking System. The system must include a print feature for all on-line reports. The print feature must be compatible with the HIR/TI desktop.

The system must include the following reports:

- A Monthly Order Completion Report showing all orders completed, whether or not the order was completed within the established interval and cost of the completed work. This report must include the functionality of sorting by User, Cost Center Code, Building, or Date of Service.
- A Load Sheet Report showing orders pending for Today's Date sorted by Cost Center Code or Building. This report will also include all complete/closed orders with a due date of Today's Date.
- An Orders Being Held Report showing orders not worked by the Due Date.
- A Monthly Order Summary Report showing total number of orders placed, orders worked, orders completed, orders outstanding, orders completed within the established interval, orders not completed within the established interval (see Section C.5), and orders not completed within the established interval due to delays caused by the customer.
- A Trouble Cleared Yesterday Report showing all troubles cleared the previous day sorted by Cost Center Code or Building.
- A Pending Troubles Report showing trouble tickets currently open. The report must include the functionality of sorting numerically, by Cost Center Code, Building, User, or Due Date.
- A Trouble Resolution Report detailing the trouble, impact on customer(s) and whether resolved within established interval.
- A Monthly Trouble Summary Report showing total number of troubles reported, troubles worked, troubles resolved, troubles not resolved, troubles completed within the established interval, troubles not resolved within the established interval (see Section C.4.2), and troubles not resolved within the established interval due to delays caused by the customer.
- An Orders Pending Report showing orders received but not yet due or not yet worked.
- An Orders Completed in Last Week Report showing orders completed in the last 7 days. This report must include functionality of sorting numerically, by Cost Center Code, Building, User, or Due Date.
- A Current Workload Report showing orders scheduled to be worked today. This report must include functionality of sorting numerically, by Cost Center Code, Building, or User.

## **C.6.6 System Administration**

### **C.6.6.1 Daily System Backup**

The House requires the Offeror to back up the Automated Order Entry and Tracking System daily. The Offeror must maintain daily backups for a minimum of 12 months.

### **C.6.6.2 Training**

The Offeror will provide training to HIR/TI staff on the Automated Order Entry and Tracking System at no additional cost to the House. The Offeror will submit a Training Plan with their response outlining the type of training provided to HIR/TI staff, a description of the actual training material, and the proposed training schedule.

### **C.6.6.3 System Updates and Changes**

The Offeror will meet annually with HIR/TI to review potential upgrades and/or modifications to the system. The Offeror will review all planned screen changes with HIR/TI to ensure they are mutually agreeable, and train House personnel on all changes and enhancements before they are implemented.

### **C.6.6.4 Timely Updates to Data Elements Associated with Cost Center**

As stated in Section C.6.3, the Automated Order Entry and Tracking System must support the automatic population of information for several data elements based on the value entered for Cost Center. It is critical that the values stored in the automatically populated fields (office name, building, room number, etc.) reflect current information. These values will change as a result of biennial elections, any special elections and/or any major office changes. When such office changes occur, the Offeror is responsible for completing the data element updates associated with their Cost Center codes prior to the submission of the Monthly Order Completion Report (discussed in Section C.8.3.1.2) to ensure correct billing to House Offices.

## **C.7 SWITCH MANAGEMENT CENTER**

The Offeror will equip, staff, operate, and maintain a Switch Management Center with a technologies and administrative team to supervise and manage the contracted services and resources. The hours of operation are detailed earlier in this Section. The Offeror will provide all equipment, software, supplies, and materials, and labor needed to provide a fully operational Switch Management Center.

### **C.7.1 Location of Switch Management Center**

The current Switch Management Center is located in room B204 and B207 of the Longworth House Office Building. The Offeror will be assigned this space or other appropriate space for the operation of a Switch Management Center.

At the beginning of the contract period, the House will provide space for operations under the contract as indicated and thereafter such space as it may deem necessary or desirable. The House will provide the Offeror with adequate ingress and egress, including reasonable use of existing elevators, corridors, passageways, driveways, and loading platforms. (For special receiving procedures, refer to Section J.) The House will arrange for heating and air conditioning, space lighting, and ventilation. In addition, the House will arrange for the maintenance and repair of the building structure in areas assigned for the Offeror's use, including lighting fixtures (excluding re-lamping), floors and floor coverings, walls and



ceilings. The Offeror shall bear the expenses of repairs necessary due to negligence or abuse on the part of the Offeror or the Offeror's personnel.

#### **C.7.2 Potential Relocation of Switch Management Center**

If it becomes necessary for the House to change the location of the Switch Management Center facilities within the House Office Complex, the House will pay for remodeling the new facility and will move, or pay for moving the Offeror's movable inventory and improvements, whichever is the most advantageous to the House.

#### **C.7.3 Renovation of Facilities**

The Offeror may, with the written permission of the COR, conduct renovations of the facilities at its own expense. Any such renovations must be in accordance with all pertinent regulations of the House, the Building Superintendent, and the Architect of the Capitol. Title to fixed improvements shall remain with the Offeror, unless the COR determines that they are so permanently attached that removal would cause substantial injury to House property. Any initial plans for renovations to the facilities should be addressed in the Offeror's response. All renovation plans (initial or future) are subject to approval by the COR.

#### **C.7.4 Utilities**

The House shall not charge rent or utilities to the Offeror. For purposes of this offering, utilities are defined as heat, air-conditioning, and electricity.

##### **C.7.4.1 Trash Removal and Recycling**

The Offeror shall comply with the House's "greening" initiative and cooperate in the recycling program.

#### **C.7.5 Communications**

##### **C.7.5.1 Telephones**

Telephone service will be provided to the Offeror for the express purpose of maintaining the voice telecommunication systems for the House of Representatives including related offices and facilities. Use of telephones for solicitation and/or unrelated business or personal use is strictly prohibited. The House reserves the right to charge the Offeror for any telephone use unrelated to the obligations of this contract.

##### **C.7.5.2 Local Area Network Access**

Access to the House network will be provided to the Offeror as required. The Offeror must comply with House Rules/HISPOLs and the guidance of the Committee on Standards of Official Conduct regarding access to the House network. The Offeror shall agree to use the House network for authorized purposes only, and will not use the House network for campaign, political, or commercial activities. Any device or system introduced to the House network must first comply with House Security lockdown procedures. (Refer to Section J)

#### **C.7.6 Maintenance and Repair of House Facilities and Fixtures**

The Offeror will not be required to repair facilities provided by the House under terms of the contract as necessitated by normal wear and tear. However, the Offeror will be expected to keep the facilities clean and otherwise perform reasonable maintenance of the facilities. The Offeror shall notify the Superintendent of House Buildings or the Supervising Engineer of the Capitol Building of facilities in need of repair via the COR. Interruptions due to maintenance and repair service shall not be grounds for

the Offeror's nonperformance under this contract. The Offeror shall take whatever actions are necessary to ensure continuous provision of services specified in this contract. The Offeror shall bear the expenses of repairs necessary because of negligence or abuse on the part of the Offeror or the Offeror's personnel.

#### **C.7.7 Continuity Plan**

As part of the Continuity Plan required in this Section, the Offeror must address how they will continue to provide the functionality of a Switch Management Center in the event of an emergency that renders the usual facility inaccessible.

#### **C.7.8 Annual Review**

The Offeror will meet annually with the House to review potential upgrades and/or modifications to the Switch Management Center.

### **C.8 DATABASE UPDATES, CABLE RECORDS AND MANAGEMENT REPORTS**

#### **C.8.1 Database Updates**

The Offeror is required to establish and maintain an accurate recorded history of all maintenance and service work performed during the life of this contract. The Offeror must update any and all records affected by maintenance or installations performed by the Offeror within 24 hours.

##### **C.8.1.1 Dialogic Communicator Maintenance**

The Offeror will perform daily visual check of all Dialogic (WHIP notification system) servers and perform weekly maintenance tasks on all servers as per House specifications documented in Whip System Maintenance Procedures (CAO-HIR-COMM-VS-SOP-0190), to be provided following contract award. Work must be completed a minimum of 2 hours prior to commencement of any session of the House. The Offeror will also be responsible for troubleshooting, servicing, and repairing all Dialogic servers. This includes 7 servers on the WHIP notification system and 3 servers on the Emergency notification system. (Majority and Minority WHIP use the system to coordinate communications on legislative schedule, poll Members on their support of legislation, and coordinate Party strategy.)

#### **C.8.2 Cable Records**

The House requires that the Offeror maintain cable records, as part of infrastructure maintenance, in a database format mutually agreed upon by the COR and the Offeror. The Offeror's database will be required to convert or transfer all information and records from the current database. The database will need to address the fields included in the existing database (refer to Section J). In addition, the cable records database must provide a table for available House pairs including multiple fields for current cable count per shaft as well as the current count available. The system will contain the total pair counts for each wire closet, a record of all assigned pairs and the ability to provide a report of all spare facilities within each closet. This information will be made available to HIR/TI upon demand in a format mutually agreed upon by the Offeror and the COR. The Offeror will update all affected records if maintenance or installation work that the Offeror performs causes a change to these records. The House acknowledges that multiple vendor access to facilities will compromise the accuracy of the cable records. However, the Offeror will be required to notify the COR when a mutually agreed upon threshold of available pairs has been reached.

#### **C.8.3 Management Reports**

The Offeror will work with the COR and the CO in developing mutually acceptable reporting formats for the submittal of the following reports. The intent of these reports is to aid both the Offeror and the House

in the successful implementation and management of this contract. The first and subsequent reports should be synchronized to the calendar, i.e. quarterly reports are due in January, April, July, and October. Weekly reports are due within 3 days of the reporting week end date. Monthly and quarterly reports are due within 10 days of the reporting month/quarter end date. Annual reports are due within 30 days of the reporting year end date. These reports are not considered separately priced items of the contract.

### **C.8.3.1 Monthly Reports**

#### **C.8.3.1.1 Monthly Quality Control Report (MQCR)**

The Offeror will submit a Monthly Quality Control Report that will provide certification that contractually required maintenance has been performed or if not, why? The MQCR will include four sections detailing the following:

- A summary of all troubles including;
  - Trouble ticket number,
  - Date trouble ticket was opened,
  - Date trouble ticket was closed,
  - Name of the applicable Member/Office and location,
  - Circuit number,
  - Brief description of the problem and its resolution,
  - Duration of the outage in hours and minutes.
- A list of all wiring deficiencies identified, including recommendations for correction
- Documentation of satisfactory battery checks and/or corrective actions required as detailed in Section C.3.8.1.
- Status reports to verify that the Offeror has reviewed firmware updates and “bug fixes” and notified the COR appropriately as specified in Section C.3.4.

The MQCR will be formatted in a manner that is mutually agreed upon.

#### **C.8.3.1.2 Monthly Order Completion Report**

The Offeror will submit the Monthly Order Completion Report to the COR, in a medium such as a CD-ROM or a downloadable version available via a secure web interface. The format shall be a comma delimited flat file and the record layout must be defined and given to the COR. The report shall consist of all orders completed and billed within the calendar month, sorted by work order number. The report shall include:

- the work order number, received date, due date and completion date,
- the user and Cost Center Code,
- the room number and Office contact phone number,
- a brief description of the work performed, and
- the cost of each work order.

#### **C.8.3.1.3 Monthly Contract Activity Report**

The Offeror shall submit the Monthly Contract Activity Report to the COR within ten (10) calendar days after the end of each contract month. The report shall provide a listing of:

- All orders received during the month (including pertinent order information such as products ordered, delivery destination, and total value of orders),
- Orders completed during the month, and

- Orders remaining open (i.e., where deliveries or performance have not been completed).

#### **C.8.3.1.4 Trunk Monitoring and Testing/Monthly Activity Log**

The Offeror will routinely monitor the quality of public network trunks as outlined in this Section. The Offeror will maintain a dated log of all trunk failures/outages, to include:

- Identification of trunk/circuit,
- Description of related switch errors/alarms,
- Procedures employed to restore service, and
- Other relevant technician notes. (e.g., contact names/numbers for parties involved in restoring service, duration of outage, etc.)
- Copies of this log are to be forwarded to the COR on a monthly basis regardless of outcome of testing. Positive results are also to be relayed to COR.

#### **C.8.3.2 Quarterly Reports**

##### **C.8.3.2.1 Quarterly Update of Public Network Facilities Inventory Report (Trunk Group/Circuit ID List)**

The Offeror will provide the COR with a quarterly update of a Public Network Facilities Inventory Report (Trunk Group/Circuit ID list). The report will be organized by House of Representatives switch ID and trunk group number, and will include, at a minimum, the following fields of information:

- House of Representatives Switch ID
- House of Representatives Trunk Group Number
- House of Representatives Trunk Group Name
- Facility/Trunk Type (e.g., ISDN-PRI)
- Quantity of Trunks/Number of Members in Trunk Group
- Switch equipment assigned to trunks in this Trunk Group (DS1 cards, ports, etc.)
- Identification of Service Provider (i.e. ILEC, CLEC, IXC Name)
- Trunk Telephone Number and/or Circuit Identifier assigned by Service Provider
- Trunk Group Number assigned by Service Provider

#### **C.8.3.3 Semi-Annual Reports**

##### **C.8.3.3.1 Semi-Annual Report summarizing Major Failure Conditions**

The Offeror will submit to the COR a semi-annual report detailing Major Failure Conditions as defined in this Section. The Offeror will submit this report in January (covering a reporting period of the preceding July through December) and July (covering a reporting period of the preceding January through June.)

#### **C.8.3.4 On-Demand Reports**

##### **C.8.3.4.1 Reason For Outage (RFO) Report:**

The House requires the Offeror to provide a detailed Reason for Outage (RFO) report on any system outage. The Offeror must submit RFO reports to the COR by no later than 3 business days after the trouble ticket is closed and should include:

- a statement of the problem,
- a step-by-step account of the resolution process, and

- any specific changes in software, hardware, process or procedures that will be made or instituted to minimize the chances of a recurrence.

#### **C.8.3.4.2 After Action Review Reports**

The House requires the Offeror to provide a detailed After Action Review Report describing the follow up process after an outage. The After Action Review Reports are due to the COR by no later than 7 business days after the trouble ticket is closed and should be formatted to specifications in the AAR template (refer to Section J).

### **C.9 OPERATIONS MANAGEMENT APPROACH**

The Offeror must provide the following plans and reports as Part 3 of its Proposal as described in Section L.

#### **C.9.1 Initial Site Evaluation Report**

The Offeror must provide a report detailing perceived deficiencies and potential problems in the current infrastructure of the House voice telecommunications system based on the site survey described in Section L. Items not disclosed in this report will become the responsibility of the awarded Offeror and will be serviced at the Offeror's expense with regard to contracted service policies.

#### **C.9.2 Migration Plans**

The Offeror must provide a plan describing actions, plans, and procedures to ensure:

- A smooth transition from contract award to full operational status. (Phase-In)
- A smooth transition from contract performance in the current term to performance, perhaps by a different Contractor, in another term. (Phase-Out)

Both Phase-In and Phase-Out plans must address: Moves, Adds, Changes, and Disconnects (MACD's); resolution of trouble issues; the Automated Order Entry and Tracking System; and the Switch Management Center.

##### **C.9.2.1 Phase-In**

The Offeror must provide a plan and timetable for effectively transitioning services (phase-in). The Offeror shall assume total responsibility for all operations required by this contract as of the first day of the contract period as defined by the start date herein. On the initial day of performance, the Offeror shall provide a work force that is fully qualified and capable of performing all work required under the contract, and fully operational equipment, supplies, and any other materials needed to be a fully operational and functional telecommunications maintenance and support organization.

Phase-In plans should include training or support process for HIR/TI administrators due to a change in the order entry and tracking process. A "transition" or "cut-over" plan, including any required data conversion (from the current system) will also be required to ensure a smooth transition to the new system without interrupting services. This plan will be negotiated by the Offeror and the COR. The Offeror will develop appropriate documentation, such as manuals for operations and maintenance, required for successful transition. The Offeror will also be required to obtain and maintain all maintenance and service history from current contractor.

The Offeror shall observe the current Contractor's voice maintenance and support team no later than fifteen (15) days prior to the Offeror's contract start date. This includes observing daily operations and

any additional operations conducted during that time period by the current Contractor team to ensure that the Offeror's personnel are knowledgeable in and familiar with their upcoming duties. The Offeror shall ensure, during Phase-In activities, that there is no interference with House activities and that observations of the current Contractor's personnel are coordinated by the COR, or his/her designated representative. The Offeror shall coordinate all visits in advance and arrange to be accompanied by an employee of HIR/TI previously designated for that purpose, and the Offeror's activities shall be confined to those that can only take place prior to the contract period.

#### **C.9.2.2 Phase-Out**

The Offeror shall present a detailed plan for any Phase-Out period, regardless of precipitating reasons. Phase-Out plans shall include provisions for completion of appropriate Offeror responsibilities should there be a contract termination proceeding. The plan shall include procedures for minimizing impact on operations in compliance with requirements in the contract. It shall also:

- Present procedures for retaining the required staffing level (including key personnel) necessary to provide complete contractual support through expiration or termination date of the contract.
- Describe in detail how responsibility and accountability will be relinquished.
- Propose an option for the House or successor contractor to purchase any inventory acquired and maintained to support this contract.

The Offeror shall coordinate all activities with the incoming Contractor and/or HIR/TI employees to effect a smooth and orderly transition at the end of the contract period. Cooperation with incoming and affected Contractors as well as House staff is also required to ensure an orderly transition. The Offeror will provide an evolution plan, as part of this proposal, detailing phase out procedure. The Offeror shall remove all Offeror-owned equipment and materials not transferred to the House or Successor Contractor, including equipment and belongings, from the House-furnished spaces only when removal of these items will not jeopardize the Offeror's ability to meet the requirements herein. Deadline for removal of said equipment shall be midnight on the last day of the contract. (The timing can be negotiated if it occurs over a weekend or a holiday.)

#### **C.9.3 Staffing Plan**

The Offeror will provide a plan for supplying qualified staff to perform the duties required by this Contract. The staffing plan should address the assembling of an initial transition/implementation team as well as a team to provide ongoing support. It should also address availability of staff during business hours and in case of emergency situations during non-business hours. The plan must detail procedures for obtaining out-of-hours support and include an escalation process as described in this Section.

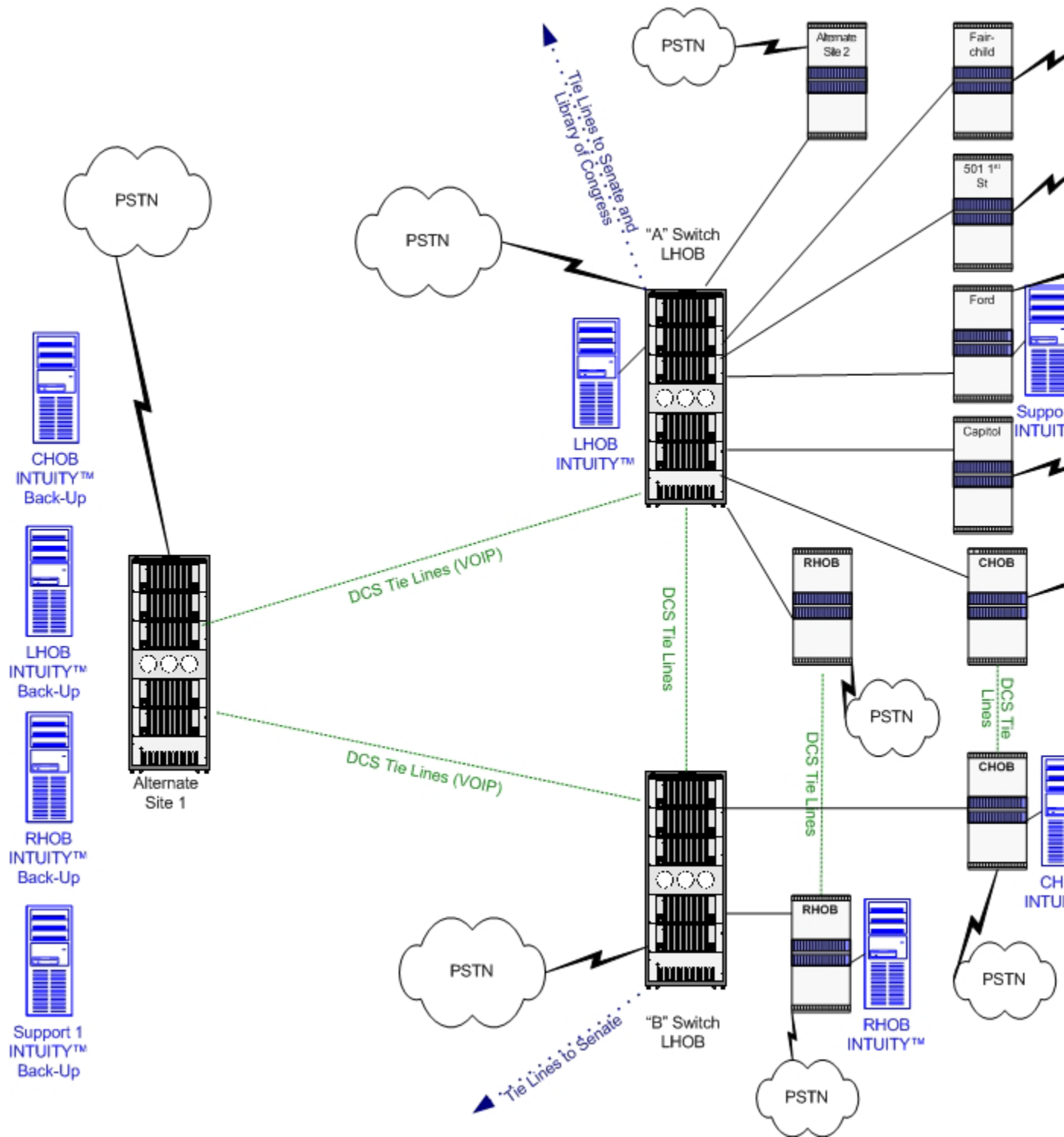
The staffing plan should include a list of proposed team members with a description of their proposed roles, as well as copies of their resumes. It should also detail the training and/or certification of proposed technicians with respect to the equipment currently in use by the House of Representatives.

#### **C.9.4 Continuity Plan**

The Offeror must provide a contingency plan for continuity of operations due to catastrophic damage to and/or lack of access to equipment, facilities, etc. This plan must specifically address how Offeror will provide continuous Switch Management Center services in the event of a change in location or the addition of an alternative or backup location. It must also address the provision of interim systems and/or adjuncts as a response to emergency situations, as described in this Section.

#### **C.9.5 Customer Training Plan**

The Offeror will be responsible for providing training of HIR/TI staff on any process or processes that are essential to the normal daily operation and maintenance of all systems as defined in this Section and any new systems or upgrades. The Offeror will provide a minimum of two seats for training on any new system or upgrade introduced to the House voice telecommunication systems if HIR/TI deems it necessary, at no additional charge to the House.





## Informix Database Cable Records Maintenance Screen

PERFORM: Query Next Previous View Add Update Remove Table Screen  
Changes a row in the active database table.   \*\* 1: caphill table\*\*

TOC HARDWARE INFORMATION      DATE: [00/00/2002] [00/00/2002]

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**Federal Holidays**

Federal holidays affect all Federal government offices and the District of Columbia.

1 January	New Year's Day
20th January	Inauguration Day
3rd Monday in January	Martin Luther King Jr. Day
3rd Monday in February	President's Day/Washington's Birthday
Last Monday in May	Memorial Day
14 June	Flag Day
4 July	Independence Day
1st Monday in September	Labor Day
2nd Monday in October	Columbus Day
11 November	Veterans Day
4th Thursday in November	Thanksgiving
25 December	Christmas Day

**UNITED STATES CAPITOL POLICE  
WASHINGTON, D.C. 20510**

**OFF-SITE DELIVERY CENTER INSTRUCTIONS**

All packages must have the following information on the shipping label or recorded next to the label: U. S. House of Representatives' Purchase Order/Contract Number

Deliver to: (Recipient's name, office, building, room number and telephone number)

All delivery vehicles will be required to report to the Off-Site Delivery Center for the U.S. Capitol Police located at 4700 Shepherd Parkway SW, for inspection, before proceeding to the Capitol Building via the North Barricade on Constitution Avenue, NE, the loading dock of the Senate Office Buildings located on D Street, NE, the loading dock for the Ford House Office Building on Virginia Avenue, SW, or the Delaware Avenue, SW, access point for the Rayburn, Longworth, and Cannon House Office Building loading docks.

No deliveries will be accepted unless the vehicles have been processed at the Off-Site Delivery Center. The hours of operation for the Off-Site Delivery Center are 5:00 AM to 2:00 PM., Monday through Friday. The facility is closed on all 10 federal holidays unless specifically noted. All delivery personnel will be required to provide picture identification and be processed through the National Crime Information Center (NCIC).

In order to gain access to the loading docks for the Capitol and the House and Senate Office Buildings, you are required to have a letter on file with the United States Capitol Police.

The letter must be on **company letterhead** accompanied by signature of the owner, president or manager.

Please **print or type** the names in alphabetical order of persons requesting access. Requests for access must be renewed once a year, preferably on or before December 31 and should contain the following information:

1. Name of the Company
2. Name of the Drivers/Employees Requiring Access
3. Social Security Number for each Driver/Employee
4. Date of Birth for Each Driver/Employee
5. Building(s) to be Accessed
6. Company Contact Person and Phone Number

The above information is to be provided to:

United States Capitol Police  
Off-Site Delivery Center  
4700 Shepherd Parkway SW  
Washington, DC 20032-5203  
Fax: 202-226-0571

Questions can be addressed to the USCP Off-Site Division at 202-226-0905. Revised March 8, 2006

**Directions to the OFF-SITE DELIVERY CENTER**

**Traveling south on Interstate 295**, take exit #1 (U.S. Naval Research Lab). At the third traffic light, turn left onto Shepherd Parkway. Make an immediate right after passing under I-295. Proceed approximately 2/10 mile, taking the second left into 4700 Shepherd Parkway.

**Traveling north on Interstate 295**, take exit #1 (U.S. Naval Research Lab). Take the first left off of the exit ramp just before passing under Interstate 295. Proceed approximately 2/10 mile, taking the second left into 4700 Shepherd Parkway.